

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 19 June 2013 / 1100-1300

Fort Gordon

Hello to our FG Facebook community. The FG "virtual" Town Hall will begin in 30 minutes. Thanks for joining us today. We'll be online from 11:00AM-1:00 PM, answering your questions! Shortly, we'll provide info on how the Town Hall will run. (3 Likes)

Fort Gordon

The FG Garrison Town Hall will begin in 15 minutes. Beginning at 11:00AM Eastern Time, members of the FG community are encouraged to post questions regarding quality of life programs, housing, facilities and infrastructure, law enforcement, family programs and all the other services at Fort Gordon. We'll answer the questions we can, and we'll try to get answers for those we can't. (2 Likes)

Fort Gordon

During the town hall, our comment policy remains in effect. We want this to be a productive, fun session for you and our staffs, so we will deal swiftly with violations - especially those that interfere with the conduct of the town hall.

Fort Gordon Violations may include: explicit language; personal attacks; "spam;" political discussion, endorsements of any political figure, private business or organization; intimidation or harassment, remarks prejudicial to the maintenance of good order and discipline, or anything that disrupts the smooth functioning of our Town Hall. This isn't the place to comment on national policy or personalities. (1 Like)

Fort Gordon We reserve the right to remove posts that appear to disrupt the purpose of the town hall, such as repetitive, unproductive comments. Please follow our posting guidelines. If you don't comply, your message will be removed.

Fort Gordon

Here's who we expect to be on hand to answer questions during the FG "virtual" Town Hall:

- Fort Gordon Garrison Commander – COL Robert Barker
- Deputy Fort Gordon Commander – Mr. John Curry
- Fort Gordon Garrison CSM – CSM Kenneth Stockton
- Signal Center Regimental CSM – CSM Ronald Pflieger
- Directorate of Emergency Services (police and fire)
- Directorate of Public Works (housing, roads, utilities, construction, facilities)
- Directorate of Human Resources (in-out processing, ACAP, education services, substance abuse programs)
- Directorate of Family, Morale, Welfare, and Recreation (family and recreation programs, child care)
- Directorate of Logistics (transportation and maintenance programs)
- Directorate of Plans, Training, Mobilization, and Security (training areas, ranges and planning)
- Religious Support Office (chaplains' programs)
- Resource Management Office (budget and manpower)
- Plans, Analysis & Integration Office (ICE, family action planning, base strategic planning)
- Army & Air Force Exchange Service (AAFES merchandise and services)
- Balfour Beatty Communities (housing)
- Dwight D. Eisenhower Army Medical Center (medical care)
- Defense Commissary Agency (food logistics)
- Installation Safety Office (safety)

- Network Enterprise Center (Information Management/Technology)
- Office of the Staff Judge Advocate (legal and non-legal support)
- Public Affairs Office (command info, media relations and community relations)

Also, the Claims Office and Civilian Personnel Advisory Center will have representatives on hand to take questions. *(1 Like)*

Col Robert Barker

Thank you for joining us for FG's quarterly "virtual" Town Hall. I'm COL Robert Barker, Garrison Commander of FG. Thanks for being here and taking the time to participate. *(5 Likes)*

Col Robert Barker

This town hall is about working together to build a better FG community. Whether you have a specific question, or are just following along, you're a part of our community. *(2 Likes)*

Col Robert Barker

I and my staff run the "city" of FG, so topics such as housing, family services, recreational facilities, traffic and law enforcement will be on the table as I have my team assembled to provide their insights. We hope our town hall is useful to FG community members who want to talk directly to us about our town, Fort Gordon. *(1 Like)*

Fort Gordon

The Wall is now open for members of the FG community to post questions for the Fort Gordon Commander and the FG installation staff. You can post your questions and comments directly onto the wall using the "Write post" blank at the top. If you don't see the blank form, refresh the page in your browser.

Fort Gordon

You may want to refresh the page occasionally, to see the latest Q&As. Last, now would be a good time to review our earlier posts that provide an overview of how this town hall is going to work.

Ronald Pflieger

Standing by for your questions/comments

Fort Gordon

Mr. Kmiecik previously submitted a question.

ISSUE: There is a parking issue at Gym 6 during the work week (Monday - Friday), which needs to be addressed. A posted sign designating the parking lot in front of Gym 6 for the shopette and Gym 6 patrons, seems to be disregarded by soldiers and civilians that work nearby. This affects all patrons who use the Gym and forces them to park a distance away either on Barnes Ave parking lot or on "B" St parking lot. Many disable retirees use the equipment and facilities offered at Gym 6, since it not tailored to the powe lifters or body builder crowds. Recommend that Gym staff have the authority to issue parking tickets to unauthorized vehicles or allow Gym patrons to park on 21st St. Maybe MP can start enforcing the posted sign and do spot checks. *(2 Likes)*

Fort Gordon RESPONSE: Thanks for your questions and your concern. We passed your comments to the Directorate of Emergency services, who took at look at the parking lot situation. They're considering how to proceed, including the possibility of additional signage of other steps. We appreciate you bringing this to our attention.

Fort Gordon

ASK AWAY!! We have the subject matter experts here ready to answer your questions and provide you information!! *(1 Like)*

Fort Gordon

FYI - The Augusta Convention and Visitors Bureau (CVB), in conjunction with local tourism partners, has developed a plan to offer special discounts to employees affected by the furlough. The offers will be valid from July 1-September 30, 2013 and will apply to the affected employee and up to 3 family members/guests. Employees will be required to present their DOD identification to receive the discount. For more information on specifics, visit <http://www.augustaga.org/DOD-Offers> as they update the list of discounts. (3 Likes)

Fort Gordon

NOTICE: Our quarterly Fort Gordon Facebook Town Hall meeting will be conducted on this Event Page. (2 Likes)

Lorena Woolard Hello Sir, I have a suggestion for Gate 2; can we get "Severe Tire Damage Spikes" going out the gate, so it can be utilized 24/7? This would save the Grovetowners and others time and gasoline money. (1 Like)

Jocelyn Marie Chambers Gate 2 does need to be open more than it is!!!!

Courtney Bam Spruiel

There is a large heavy tree branch down blocking the side walk on Brainard behind the school it has been down for about two weeks. What do we do to get it removed? (1 Like)

John Curry thank you for reporting this...I will pass this to the DPW for action. (1 Like)

Courtney Bam Spruiel Thank you Mr. Curry

John Ramey Ms Spruil we will have the roads and grounds team clear the tree branch by today. thank you for bringing to our attention (2 Likes)

Lorena Woolard

Hello Sir, I have a suggestion for Gate 2; can we get "Severe Tire Damage Spikes" going out the gate, so it can be utilized 24/7? This would save the Grovetowners and others time and gasoline money. (4 Likes)

Meghan Hull I would love that! It would be so helpful to be able to get to a walmart fast for those of us that live in base! I am perfectly ok with driving back around to gate one to get it.. but would love to be able to get off even when the gate is closed. (1 Like)

Eileen Wisler Great idea!!

Fort Gordon Directorate of Emergency Services Ms. Woolard -- I am answering your suggestion on behalf of COL Barker. First, thanks for your suggestion because it makes sense. However, by DoD and Army Policy, access control points (gates) are required to be manned when vehicles flow in and out of the our gates. Nevertheless, I will have our physical security specialist review your suggestion. Sincerely, LTC Bush (Director of Emergency Services) (2 Likes)

Lorena Woolard Thank you Sir. I appreciate it.

Meghan Hull

How many rainstorms do i need to have in my childrens bedroom before something actually gets done?

Brittany Perlow You will most likely have to go directly to Nan. Every time I have had to have major work done on my house she was the only one who would get it done in a timely fashion. (2 Likes)

Fort Gordon Response from BBC: We apologize for the inconvenience. We are dispatching roofers to your home today. They will assess whether it can be repaired and will take whatever steps necessary to resolve the issue as quickly as possible. We will be in contact with you shortly. (1 Like)

Danielle Zimmer-Hernandez Agree with the previous comment. My sons window would not close or lock for 6 months after we moved in which is extremely dangerous in my opinion and she was the one to finally get it fixed.

Medie Angelica Ledbetter I agree, Nan is the only B.B. representative that gets things done in a timely manner & she is always there for the residents! (2 Likes)

Meghan Hull Thank you! I am hoping they aren't the same roofers who were drinking in my attic the last time they came to "fix" the problem! (1 Like)

Medie Angelica Ledbetter Meghan I'd not hesitate to call Tom Jenkins, Maria Rowe & or Nan if you ever see anything like this. (1 Like)

Laura Hardy Aldrich Absolutely Meghan, I agree with Medie. Do NOT wait around on calling when you see something like this!

Wanda Frye

This is in regards to the Hospital. Is there a way for the automated phone system to call you during the day about your appointments? I receive the calls after 1700 and when you press a number option to talk to someone you get a recording to call back during business hours. (5 Likes)

Eisenhower Army Medical Center Ms. Frye: That is an issue that can be addressed with leadership at DDEAMC. After the town hall the public affairs officer will contact you in order to set up a time to discuss the system and the possible solutions to address the issue. (1 Like)

Wanda Frye Thank you for listening to my concern.

Medie Angelica Ledbetter

I've made calls/complaints to B.B. RE: the lack of water pressure at my home & so have 2 other residents that I know of that are adjoined to my home. Now, workers have come out when no one is home to check the water pressure & said "You don't have a problem, your water pressure is fine. But of course it's fine, if you come & check when no one is home. the problem is in the evening time & weekends when we are all home is the problem!"

Quite frankly, I'm tired of it. We shouldn't have to wonder & try to plan around each other (neighbors) to use water! (3 Likes)

Fort Gordon Response from BBC: Thank you for your comment, Ms. Ledbetter. We will be glad to make an appointment with you at a time when you think we will be able to see the problem with your water pressure. Please contact the work order desk and we will contact you. Presently, we have maintenance staff on duty from 7:30 in the morning until 9:00 p.m. each week day and from 8:00 a.m. - 5:00 p.m. on the weekends. We also have two emergency techs for any priority requests after regular business hours.

Medie Angelica Ledbetter Thank you for acknowledging the matter, I appreciate it.

Laura Hardy Aldrich

I would like to thank everyone that has been involved in our last few meetings. Stephanie Pompa and I are working towards getting out the word of the proper chains to reach when problems arise. From the time of our last meeting, we have had a majority of the issues handled. Some are still in the works, but we understand that it is a process. Those involved will also be glad to know that we are working towards meeting with the neighborhood mayors to handle unresolved issues, as well. Thank you. (4 Likes)

Stephanie Pompa Trying to meet with them would be putting it nicely, especially in your situation. Would love if Harry Bloomer acted like he wanted us to be a part of the solution and not the problem. Unfortunately that's not the case. (1 Like)

Meghan Hull

I have a question about how the etiquette of the receptionists at the hospital. I waited my turn in line to schedule another appointment for my son to see the ENT, after the lady calls me up she continues to eat her popcorn and speak to me with food in her mouth, after which a friend of hers walks into the room and she immediately begins to speak with her.. completely ignoring me. After the lady leaves she then starts our conversation over. I told her the doctor wanted to see my son again in 7 days and she then tries to schedule me for 2 weeks out saying that the doctor had one on the 7 day mark but she thinks 2 weeks is better... I thought this was very unprofessional and hope this was a fluke. (7 Likes)

Lauren Beane File an ICE complaint

Laura Hardy Aldrich Unfortunately, I had the same experience with a follow up to my child's surgery. I hoped it was a fluke, as well!

Amanda Clarke I don't think it's a fluke. I called the ER to see if they were busy since I have two kids and my husband is in Korea I have to bring them both in. The woman was very short on the phone and was like yes it is very busy and pretty much hung up. I decided to go anyway rather than wait and when I got there - five minutes later - there was nobody there! The receptionist was sort of rude with no people skills at all either. (3 Likes)

Lauren Beane https://ice.disa.mil/index.cfm?fa=site&site_id=440

Wanda Frye I had the same problem when I called Physical Therapy to cancel an appointment and reschedule. The lady was rude and told me to call back later to reschedule because she was busy. (1 Like)

Tristi Caroll This happens all the time! I've made complaints with the CPT in charge, write ice complaints and IG complaints. Pt advocacy is a joke also. People don't care about their jobs and I've been told they have "job security" and don't care if they do their jobs or not. Wth?? (1 Like)

Tristi Caroll Ohhhhh yeah, a few months ago at the Opthamology clinic on the main floor at EAMC, dr. Andreo wanted to see my son in 3 months so I was told to call in 2 months to schedule his appt. so I did. The girl on the phone was so rude and lazy and kept asking me the same questions over and over again bc she wasn't paying attention. After 10 minutes se managed to get me a date and time but I asked to speak to someone in charge and refused to transfer me and said they weren't there ad then hung up on me! Lol. I called the day before to confirm his appt and it didn't show where he had one. She had deleted my 8 month olds appointment! I spoke to the CPT In charge and he talked to the dr. Dr. Andreo said "if that's when she was told to bring her son in, then that's when she's going to be here. I will see him" (my son!!! I was grateful and pissed at the same time. How can these rude people continue working????

Eisenhower Army Medical Center The DDEAMC Commander is focused on addressing complaints about customer service and ICE comments allow us to address areas of the medical center we can improve upon. Our families receive care at Dwight D. Eisenhower Army Medical Center and we want to guarantee that everyone is treated in a caring, professional and respectful manner.

Cheryl Morrison Patman I would say it was unprofessional. 1. don't eat with your mouth full; probably not on the job either 2. Talking to your friends instead of taking care of business; not professional 3. If the doc said 7 days, why would the receptionist change that ---- who is treating the child: the doc or the receptionist?

Scott Ledbetter Eisenhower Army Medical Center; Is there anyone really there for this. Your computer generated answers make me wonder...? *(6 Likes)*

Medie Angelica Ledbetter Many of the "front desk peronnel" are extremely rude & need to be either re-trained or replaced with poeple that like to work. *(6 Likes)*

Laura Hardy Aldrich (Or that can at least PRETEND to like their job...) lol *(4 Likes)*

Stephanie Pompa I have dealt with the same unprofessionalism at the Orthopedic Clinic. Taking 45 plus minutes and 4 people to make a follow up appointment, lack of communication and understanding on their part. *(1 Like)*

Eisenhower Army Medical Center The public affairs officer is answering questions for DDEAMC. The questions will all be followed up with the sections that the questions address and reviewed by DDEAMC leadership.

Eisenhower Army Medical Center Ms. Ledbetter: If you encounter personnel at DDEAMC that is behaving professionally please let leadership know or fill out an ICE comment with your contact information so we can address the issue and correct it.

Stephanie Pompa Well it seems, upon reading these posts, that it is a hospital-wide issue and not just one or two clinics. I have filed good and bad ICE forms, because the good service received is so out of the norm. I've never received a call back or follow up from anyone, especially not LTC Castle or anyone on his staff.

I have since switched to Tricare Standard, receive off post medical care, and could never be happier. How other hospitals can keep their ER wait times down to 5-15 minutes, yet DDEAMC is at a 2-6 hour wait for emergencies, is beyond me.

Also, their opinion of what is an emergency is also up for debate. Was sent home in pain, no change from when I came in, and although my record states an "Improved Condition" I went directly to Doctors Hospital, to be seen immediately and diagnosed with an Incarcerated Bowel/Abdominal Hernias. And it was determined emergent. So the ER staff as a whole needs an overhaul, they treat everyone the same, which is horrible, and misdiagnose to the point of detriment. *(5 Likes)*

Scott Ledbetter Why is the PAO addressing concerns, for the hospital? So far all your response or answers are the same for everyone. It shows little concern and you tell them to contact the people that should be apparently sitting in your chair for this. Some asked about a 24 hr hot line to call, and you responded with a 72 hr answer. Who do we contact to have this fixed? *(6 Likes)*

Medie Angelica Ledbetter In RE: to the Nurse advice line ... many ask about this because many times the E.R. is used when the question(s) OR concerns can be addressed or taken care of @ home. then those whom really need to E.R. can get seen in a timely manner. (1 Like)

Stephanie Pompa I disagree Medie, as much as I hate too! Students eating chips and carrying on are seen before I have been with a previous medical history that is lengthy in emergency surgeries, coma, etc. I don't go in for the sniffles, and only use the ER if it is something I know is emergent.

It's happened too many times that others are seen as they are brought in, and not on an as needed basis. Then to wait an additional hour for a nurse to come in, not a doctor to evaluate the situation. To have to wait 2 plus hours to either be sent home in six, or sent to surgery is unacceptable. (Speaking for myself only.) (2 Likes)

Eisenhower Army Medical Center Scott Ledbetter: I appologize that I can't address some of the issues presented during the town hall but all issues will be answered by the appropriate leaders and briefed to the Commmander of the MTF. If there is something you would like addressed then I will get you an answer.

Scott Ledbetter I have already address my concern indirectly. I am presently deployed right now. I was looking at the concerns of other people including my wife, and the same lack of professional courteous that seem to spread to a lot of patients. The part I guess I'm missing is how many really get fixed or adjusted. You have Col. Barker who is on here and I'm sure is extremely busy managing Base Issues and yet the PAO does it for the section heads and OIC of the Hospital. (2 Likes)

Sheryl LuvsherFilipino Tenio I have tried to file may complaints to ICE but ever got very far as the people taking the complaits are just as bad as the people your reporting. (3 Likes)

Eleina Toomey You know what I went to school finished the medical assistant progam eisenhower you should hire me because I know all about professionalism and treating patients with respect . Some of those lpn's don't even care and the receptionist like when I took my kid to the er when checking in she was eating her Zaxbys toast and talking with her mouth full giving me freakin attitude. Another chatting away on her cell phone while trying to check in at family practice with my kids. (1 Like)

Eleina Toomey Also when I was getting my implanon removed a few months ago when the lpn up in obgyn was setting up the sterile field she freaking was eating peanut butter crackers over the sterile field hello I even know that is contamination!!!!

Laura Hardy Aldrich Are you serious??? WOOOOW these people need to have "champion" tattooed on their foreheads.

Eleina Toomey Laura I am dead on serious I told the doctor he is not working on me until they make a new sterile field I told on that lpn real quick and told the doctor not to have her set it up again (2 Likes)

Tristi Carol I wonder what "steps" are taken to correct such problems??? (3 Likes)

Eisenhower Army Medical Center The Commander of DDEAMC attends the town halls and is normally writing responses directly but when the town hall was moved from after duty hours to the middle of the day he was unable to attend today's town hall due to other commitments. If you look at the previous town hall meetings several of the issues were responded to directly by COL

Castle or were addressed in one on one meetings with the Commander. We take your concerns and ideas very seriously.

Tristi Carol I don't think they addressed what steps they were taking to correct these issues... If they did, please direct us to which post or can you please paste it here. Thank you

Eleina Toomey hmm I think I will put my resume out again even if there is still a hiring freeze yes I am just a little dinky medical assistant , but I know I could surely do better than some of these rude , unprofessional lpsns... *(1 Like)*

Medie Angelica Ledbetter Stephanie Pompa the reason I said that there are people that use the e.r. when not always necessary is because I know that for a fact. Being given where I work on post, I know 1st hand. I didn't mean this toward anyone who uses the E.R. like it should be used. I went in there for an e.r. concern myself & I waited too long.

Tristi Carol I think some messages got deleted?????

Medie Angelica Ledbetter Anyhow, my point is that anytime we are not satisfied with the level of care that we are or are not receiving we need to report it ... so that something can be done about it. *(1 Like)*

Tristi Carol I wonder what "steps" are being taken to fix such problems???? This is what I put... Just in case someone forgot.. Not sure how or why that would've gotten erased? *(2 Likes)*

Amanda Clarke I had to use the ER last weekend and hated to do it we just got here and hadn't seen his doctor on post yet but my son gets these horrible yeast diaper rashes that they only prescribe meds per time! So if it happens over the weekend it turns into a cracked bleeding mess over night no matter what I do. I wish we could use a walk in clinic for stuff like that on the weekends. It would free up the ER more. We were in and out with meds within an hour though. I was pretty impressed. *(2 Likes)*

Laura Hardy Aldrich

COL Barker, you mentioned having those interested in a dog park coming to you and stating their wishes for one. As you are a busy man, and many families here are as well, would you take this into further consideration if we passed out something like a petition with signatures of those wanting the dog park? *(8 Likes)*

Eileen Wisler I'd love to see a dog park on post! *(5 Likes)*

Stephanie Pompa Great idea Laura! *(1 Like)*

French Bread Toohey It would be a great idea to have the little furry friends run and play *(2 Likes)*

Stephanie Pompa I would love to have a dog park as well! *(1 Like)*

Laura Hardy Aldrich I don't have a dog, but I think it would be fantastic. It's not fair to those animals whose owners don't have a large enough yard or a fenced in yard in which to play. *(2 Likes)*

Sami Pendas Melber Plus, you have to pay to fence in your yard. I priced it. For the tiniest square can be upwards of like 300 dollars..

Col Robert Barker Ms. Aldrich I am more than happy to continue to look into a dog park, but the issue will remain a funding and sanitation issue that has to be worked out. There have always been some passionate folks asking for a dog park but it has always been the same individuals asking. The question remains, who will take care of it? In our last meeting, you mentioned an "unofficial" dog park at an old tennis court. I visited the tennis court, and it already has a lot of unsanitary leavings from the dogs. So we must resolve the issue of how to maintain the grounds before we move forward with a serious discussion about establishing a dog park. *(4 Likes)*

French Bread Toohey Then you have to take it down when you leave *(1 Like)*

Medie Angelica Ledbetter While I understand everyone's wanting a Dog Park here on post I do have a dog myself I don't think it's a good idea, for the simple fact that many of residents that have pets now, don't pick up after their pets. *(2 Likes)*

Medie Angelica Ledbetter There is actually a really nice park in town I believe the street it's on or off of is Kissingbower.

Sami Pendas Melber Yeah, I constantly have dog mess in my tiny little patch of grass in front of my door.. (can't really call it a yard) AND I don't even have a dog!

Laura Hardy Aldrich COL Barker, that is something, I believe, that we can have a solution to soon. Those of us that want this so badly can all put our heads together and come up with some plans. We could offer up a "committee" of sorts with volunteers that are WILLING to come in and clean it. Like Mrs. Diggs said in our last meeting, we could always start with a trial. While, yes, people can drive off post to get to a park, it's not always feasible to those who only have one vehicle. *(2 Likes)*

Wanda Frye I have to agree with Mrs. Ledbetter. I too have a dog, but I have noticed that there are a lot of dog owners out there who do not clean up after their dogs even in their own yards. I am afraid that those owners would be the ones utilizing the pet park. *(3 Likes)*

Laura Hardy Aldrich OH that brings to light another question! I still think it can be managed, but we need to get a handle on irresponsible pet owners.

Katie Nicole Deese At our last post they had dog waste trash cans as well as the bags placed throughout the housing areas and I noticed more people picked up after their animals if they had a place to throw it away immediately. *(5 Likes)*

Tricia Carter So the careless actions of a few ruin the possibilities for many that are responsible? I have no problem asking someone to pick up their dog's waste when I see them leave it behind. How do Columbia and Richmond county parks and rec handle their sanitation issue at their dog parks? And how is it handled at the parks at other bases/posts? (Oh and I too saw the remnants at the tennis court and just want to assure you they are not from my dog ;)) Regarding the funding issue, what are our options as far as organizations we can petition to fund it and if someone is willing to donate funds, who would be able to accept it? If funding is acquired or donated, would there be land available? I truly believe the owners too lazy to pick up will be too lazy to take their dogs and that most dog parks I've been to are frequented by "dog people" who will not have any issue asking others to kindly clean up after themselves. If a community park is not an option, then to be fair, every home should have a fenced in yard, not just those that are newly built. *(4 Likes)*

Stephanie Pompa I know many more than I am passionate about this, and I am so glad to see some have come forward on this today.

It is unfair to punish the masses for the mistakes of a few irresponsible pet owners. For those who have to deal with the deadbeats, you have been given a solution to rectify the problem.

I would like to reiterate that if I could get the green light on which tennis court to use, as a trial run, I would buy the trash cans, trash bags, pooper scoopers, set up a list of volunteers to come out once a day to clean, including myself. Unfortunately if the ones using them now didn't think to buy the bags that we have, biodegradable, nice smelling, and attached to the leashes, then we all have to pay. But unless I know what tennis court is up for review, I can't go clean it myself, which I will do nightly. *(4 Likes)*

Col Robert Barker For all, if you would like to make a proposal on a dog park please put it together and bring it through the mayor's process. I also want to remind everyone that there are 55,000 acres of training areas on Fort Gordon that you can sign out for and take your dogs out to, which would not be any further than driving to a dog park anywhere on post. I know the response will be snakes and insects, but they will also be in any dog park developed in the contonment area. *(3 Likes)*

Tricia Carter Are they fenced? *(1 Like)*

Tricia Carter And if so, how and where do we "sign out" for them? *(1 Like)*

Laura Hardy Aldrich Tricia, they are not. Unless I have a knife or BB gun to shoot off anything that comes after me, I'm not stepping foot out there. lol The grass is very overgrown. I say this is worth the "fight". *(2 Likes)*

Laura Hardy Aldrich COL Barker, we will have a proposal drawn up and brought to you soon. Thank you for still considering this. *(2 Likes)*

Tricia Carter Laura, I work downtown during the week but I would love to help with a proposal in any way possible. I don't want to just bring up a concern and not put forth any effort to solve it! *(2 Likes)*

Laura Hardy Aldrich Thank you Tricia! Feel free to PM me your information, and I will get ahold of you this weekend. *(1 Like)*

Stephanie Pompa I am in the parking lot of a Memorial out of State. COL Barker, I was just given an absolute 100% funded Corporate Sponsorship Agreement to fund a fully functioning Dog Park on Fort Gordon, and will pay for the materials, sodding, signs with rules, etc. and even agree to naming it after you, COL BARKer's Dog Park. (I cannot accept responsibility for the idea of the name, that came from another resident and I loved the idea.)

I am not comfortable, though, with passing on this information to a Civilian Spouse Volunteer (Mayor Program) So if there is another way or entity I can pass them the information to, I am with them currently and will be for the remainder of the day. Thank you. *(5 Likes)*

Col Robert Barker Ms Pompa it must be submitted through the Mayors program with the full support of the neighborhoods before I will consider it. *(1 Like)*

Laura Hardy Aldrich I am speaking for Mrs. Pompa as the memorial she is attending just started. We are going to submit all of the planning to the mayors, and have the approval of the neighborhoods. The sponsor of which she is speaking is just wishing to remain anonymous to the general public. That is the information that she was talking about sending directly to you. We will

gather this weekend to get a proposal together with all of the planning, then submit it to the mayors. Thank you! (2 Likes)

Medie Angelica Ledbetter Mrs. Stephanie Pompa, You can give this information to either myself or Mrs. Monika Hall as seeing that we are noth on the mayoral team for your housing area & we'll get it up the chain for you. (1 Like)

Laura Hardy Aldrich We definitely will. We want to present all of the information, in whole, to you guys before asking you to bring it to Col Barker. Give us a couple weeks to have everything together, and we will contact you. (1 Like)

Stephanie Pompa Thank you Laura for speaking on my behalf. COL Barker, I have no issue and agree with neighborhood approval to an extent. If I may so inquire, respectfully, if it is located in a general area, and not within a housing area, why would approval of residents be needed? And what would be sufficient in providing evidence of neighborhood approval? A signed petition? I'm not quite sure in what specifically would be the proper documentation on what is acceptable as neighborhood support.

Also, it isn't a matter of anonymity for the Corporation to be willing to donate the funding. They are a multimillion dollar Corporation that would love a way to support the Military community as a whole, and when I raised this issue to present company, they fully accepted any financial responsibility. Is this really something that should be handled on a Mayoral level? As someone who is very interested in becoming a Mayor, and if not out of State would have already taken the steps to join the program, even with my education in business would I NOT be comfortable as a Mayor to take on this level of dealing with a very large, successful corporation, when I am sitting next to the Owner and CEO/COO of said Corporation, and am dear friends with. So, if a Business Proposal with neighborhood approval is the next step, so be it, I will develop the proposal myself and ask for help from the Mayors and Community members as a whole to obtain approval, even though one mayor, (Love ya Medie) has already pointed disdain for the idea in her posts above. But to encourage an open relationship with this and other Corporations who are more then willing to help, not just with the dog park, but other fundraising as well, I cannot and will not direct them to the Mayor's Program, along with any confidential contact information. It is something that needs to be handled at a higher echelon, by people with the know how and can be held accountable. I would hate to turn anyone away who is more then willing to support our Military. And they are in agreement as far as their information is concerned. They are more then willing to open their wallets, but not take the chance that their personal information be made public.

I realize that I've written a novel, and I apologize. As I am in present company of those mentioned above, I am only trying to reiterate their sentiments. And do so with the utmost respect to all.

Thank you.

Alexander Arredondo Jr.

What is the visitor policy for family? I had family come in on Saturday from Oklahoma. They arrived late and were not allowed entry to the installation because they did not have the registration receipt even though the sticker on the license plate reflected that the registration was current. What is the correct way to deal with this?

Fort Gordon Directorate of Emergency Services Mr. Arredondo -- Thanks for your question. Fort Gordon Access Control Policy requires our visitors to have a valid vehicle registration, valid driver's license, and vehilce insurance in order to enter the Installation. Recommend all family members and friends be informed that aforementioned items must be valid and current in order to enter the Installation. Again, thanks for your question. Respectfully, LTC Bush (Director of Emergency Services)

Alexander Arredondo Jr. Sir, I understand that and the registration was valid as reflected on the license plate. Does that sticker not mean anything or is the paper receipt the only way to prove valid registration? By the way there are two gate guards at gate one that always talk or wave at my children no matter how busy or terrible the weather is. It means a lot to them and me!
(4 Likes)

Fort Gordon Directorate of Emergency Services Mr. Arredondo -- Yes, the paper registration receipt is required. Thanks for the comment on our Awesome Guards. Will pass on to them.
Respectfully, LTC Bush (1 Like)

Mike Kelley In most states, if not all, outside your home state, you are legally required to have the paper receipt if requested. (1 Like)

Meghan Hull Oklahoma doesn't have the same registration process as Georgia. I remember when we moved here we had a lot of trouble with that as well!

Tristi Caroll They wouldn't even let them on post with you guys signing the in?

Tristi Carolljust one reason why I own my house off post lol.

Meghan Hull if someone in the car has a military id they dont care if the car is registered.. none of that is checked. We always go meet our family somewhere off base and drive them on ourselves.

Stephanie Pompa I have had to use a car service today and other days, because I broke my right ankle. The driver today, and last week Thursday were allowed access, without post decal, only showing a driver's license, today at Gate 5, last week at Gate 1. I have brought this up before in our meetings. Many/most of the guards are fantastic. But when some don't adhere to the same guidelines as posted above, it raises my fears as to the true security being provided.
(1 Like)

Brittany Perlow

This is another question directed at housing. Can you consider hiring another lawn care company? They often skip yards completely. I will only speak to own experience , but there have been times they have skipped my yard for multiple weeks in a row, sometime my entire street. I noticed alot of times they will only mow front yards and completely skip the back. Most of us do not have fences so they cannot use that as an excuse. (6 Likes)

Fort Gordon Response from BBC: Thank you for your question and comments, Ms. Perlow. We will be glad to come to your home and address any issues with the quality of the cut of your lawn. Please contact the work order desk and make an appointment at your convenience. (1 Like)

Meghan Hull when they do cut the grass they do a horrible job! We have started strategically places items throughout our backyard so they wont cut it. when they go through adn mow the grass on our own! They cut the grass so short it kills it... (3 Likes)

Brittany Perlow Thank you!

Mindy Hillway They as well mow it too short and we at all times have burnt brown grass .. Looks horrible (2 Likes)

Brittany Perlow Right now my grass is midcalf length. I'll trade ya lol

Anne Rarick They always neglect our backyard all together! (1 Like)

Stephanie Pompa And use the blowers too close to the carports throwing up rocks and debris. The company last year, while they had many faults, were always willing to listen and accommodate. This company, however, is not, and seems to enjoy doing the opposite at times out of spite. (1 Like)

Meghan Hull I agree about the blowers! They actually cracked my windshield and had to replace it because of their stupidity of blowing rocks into my car. (2 Likes)

Melissa Rinehart Olson they always skip ours also. its starting to get pretty high. we even remove our dog's tieout leash on Monday mornings so they wont skip it but they still do (1 Like)

Lauren Beane Our porch is always covered in grass after they mow (1 Like)

Tristi Carol During the summer I believe it shouldn't be cut more than 2" or it will in fact die. Correct me if wrong.. This is how we did it in Texas

Sean-Michael Alexander Jackson

I also have a question on the indoor pool. I understand that its now for fitness purposes only and no longer recreational. What are spouses and dependents to do if they can not be exposed to long periods of the sun at the outdoor pool. Prices to join the local Y are quite expensive to afford to go swim indoors. Is there any way of reevaluating the policy on the use of the indoor pool? (1 Like)

James Green Response from FMWR: Thanks for you question - you are correct, the indoor pool is primarily dedicated for fitness purposes. We simply do not have enough lifeguards to support all of our outdoor pool and the beach at Pointes West where we have a very large number of cusotmers using those facilities.

Laura Hardy Aldrich I also have a question about the lifeguards. There was a reported incident of a child almost drowning. The lifeguard did nothing and went on break. It was up to the patrons to save this child. (Neighbor reported this story to me.) Who does she need to contact to bring this higher? (2 Likes)

John Curry please contact Mr Jim Green, 791-4140. (2 Likes)

Laura Hardy Aldrich Thank you, I will pass the word to her, as she was the witness. (1 Like)

Shardae Hunt My child almost drowned right in front of the lifeguard, another child was on top of her pushing her under and the lifeguard was busy talking and did nothing. They are not really watching, and I'm glad that other parents are watching their children (myself included) but leaves alot of worry for the ones who trust the lifeguards. (4 Likes)

Kenneth Stockton The lifeguards are their to saves lives however, no one can look after your children better than you can. (4 Likes)

Shardae Hunt I agree, but when a young child is being drowned by another child climbing on top of them it should get the reaction of the lifeguard less then 8 inches from them.. what happened was the female & male lifeguards were deep in converstation. (4 Likes)

Laura Hardy Aldrich It would seem all the lifeguards are doing is "looking the part", as of late. I really hope nothing has to tragically happen before this is investigated. (2 Likes)

Tristi Carol That is NOT the correct answer to give when the reason the life guard didn't see the child almost drown is because he was talking and not paying attention (which is his job). This just fathoms me with this response. *(1 Like)*

Crystal Redburn

While trying to make my son an appointment in family practice, I was told that there is a new policy in place, making it so that, if the primary provider has an appointment available at any point on their schedule, you have to see them and don't have the option of seeing anyone else even if it's closer. So even though my son needed to be seen, my options were to wait 3 weeks since that was the only time his provider had anything available, or go to the ER. I find this ridiculous and a waste of resources, and probably the reason that there have been times I have had to wait 5+ hours in the ER since the scheduling system has made it nearly impossible to be seen for non emergent things in a decent amount of time. *(9 Likes)*

Eisenhower Army Medical Center The issue will be brought to DDEAMC leadership and we will let you know about the policy. We want to ensure you have the best availability to care at our facility.

Crystal Redburn Thank you, I appreciate that.

Melissa Teal Have you tried booking appointments online at tricareonline.com? I always find appointments within a reasonable time frame there. Some of the ones answering the appointment line act as if you are wasting their time calling for an appointment. *(1 Like)*

Laura Hardy Aldrich I've never had much success with TOL for anything. I'm starting to wonder if I'm doing it wrong. lol

Tristi Carol Wow!!!! I did not know that!!! That is absurd and not right. Other doctors work with your PCM for that reason- if they are booked (its not for fault) an their "partner" is there to help with he load.

Shayla Bowling

Will there be more daycare in the future...my daughters are hourly and its always full even a week n a half ahead of time and you can only reserve up to 2 weeks prior. *(4 Likes)*

James Green Response for FMWR: The CDC Main, West and East facilities offer hourly care Monday thru Friday 0515 - 1800 hours. Hourly care can be made two weeks out by calling the specific CDC or reserving on-line at <https://webtrac.mwr.army.mil/webtrac/gordoncymys.html>. POC doe CDC Main is Stine Weaver, 706-791-2701 and CDC East/West is Tasha Martin, 706-791-8707.

Shayla Bowling i kno that but its always full i was jst wondering if there would be more in the future. *(2 Likes)*

James Green Responding for FMWR: Currently we have no plans to expand hourly capacity, we simply have no additional space to dedicate for the purpose. We do fill-in spaces in our classrooms when a cild that is sceduled to attend but for some reason is not there on a particular but obviously we seldom have very little advance notice in that regard. *(1 Like)*

Tristi Carol I have the same problem. But now I have respite care for my son, which I'm glad because I've heard other kids have came home dirty, and dirty diapers...both pee and poop, other kids had foot and mouth disease that they got from cdc. Just nasty and gross.

Nancy Johanna Harper

Is there a severe weather emergency in place for Fort Gordon residents? My husband is currently deployed and I have no idea what I would do or go if something happened on base due to either a weather emergency or terrorist attack. *(7 Likes)*

Danielle Zimmer-Hernandez Would also like to know this.

Meghan Hull I agree! Being in Oklahoma during the last tornado outbreak, being underground in a tornado is ideal! Is there somewhere we can get to that's underground in this case?

Fort Gordon Response from BBC: Thank you for your question, Ms. Harper. In the event of any emergency of this scale BBC will take guidance from command and will follow instructions accordingly. Our residents will be notified by voice broadcast, if possible. At the time of move-in, each resident is given an emergency package which provides information in regards to these types of situations. If you do not have this package, you may pick one up at the communities office.

John Boutte Ma'am, We have several means of distributing notifications of not only severe weather, but a host of other serious or emergency situations. Some of our tools are Mass Email, Desk Top Alert, The Giant Voice loud speaker system, the Post Public Address System, the Communicator and if all failed we would dispatch vehicles of the Fort Gordon Emergency Services to broadcast the emergent message.

John Boutte Ma'am, as it pertains to evacuation sites, we have several all are managed by this office in case of a requirement for evacuation or relocation of personnel (Military, Families, customers or whoever is on the Installation. To assure you we are prepared we have our own Emergency Management Staff here on Fort Gordon and we are trained and continuing to train to ensure the entire installation is as safe as possible.

Laura Hardy Aldrich While it is fantastic that you guys have the ways of getting emergency messages out, the part of this that makes me most nervous is not knowing exactly where to go, in a timely manner. When a tornado hits, you have just a couple minutes (most times) to get to safety. While it may be rare to have storms of that severity here, it is a comfort to have a plan in the worst case scenarios. I honestly would not know WHERE to go! *(3 Likes)*

John Boutte Response from DPTMS: Ma'am, You are to Shelter in Place by finding a room or closet space in the center of home. A great source of information is the Red Cross. Conferring with Balfour Beatty, their staff also agrees. Please Shelter in Place if a Tornado is in the area.

Rhonda Davis but taking shelter in their homes didn't help the ones in OK whe that massive tornado hit. It is better to have underground shelters available *(1 Like)*

Laura Hardy Aldrich LOL Not laughing at your response, just the prospect of finding a safe place for my entire family in this home. I have a half bathroom the size of a single public restroom stall in my home. Otherwise, it is stairs and windows. We will have to work on something. Thank you!

Meghan Hull I agree i have friends that were in that tornado in Oklahoma, I saw first hand (being there) how horrible it was. Being from Oklahoma and seeing EF 5 tornadoes along with the complete devastation something needs to be done. Our houses are not safe enough to ride out a tornado! *(1 Like)*

Nancy Johanna Harper So basically every man for himself...unfortunately for me every woman and child for themselves. (2 Likes)

Crystal Tyson

I have a complaint about the outcome of ICE complaints. I had an ICE complaint from earlier this year that I feel was not handled properly. My child was re-enrolled in CYSS late January and it is now mid June and she still is not enrolled. I put in a complaint and was called by the hospital first saying that it was a CYSS problem and then was called by CYSS saying it was a hospital problem. I'm not looking for anyone to blame I just want the problem fixed. My daughter is asthmatic so she has to go through the nurse to be accepted into the CYSS program. In March I had to hand carry my paperwork to a physician to get it signed. By May I had to take days off of work because my child couldn't attend childcare. Again it is now mid June and there still hasn't been an answer or resolution. Who can I talk to? (2 Likes)

Crystal Tyson On top of this my husband is deployed and this has been a lot to deal with. During a deployment childcare should honestly be the least of my worries and I shouldn't have to stress my husband while he's so far away about something he can't handle. (2 Likes)

James Green Response from FMWR: Sorry your problem has not resolved. CYSS must first receive the medical treatment plan for you child from the hospital before we can provide care. Please contact Mary Crowder, CYSS Director for assistance in determining the status of your child's evaluation, 706-791-6494

Crystal Tyson Mr. Green, I've contacted Parent Central Services several times about the situation. Where do I go from there? At this point I shouldn't have to take more personal time to fix a problem I didn't cause. The Eisenhower Army Medical Center misplaced the paperwork for a while which caused me to go look for it and then the CYSS claims that they have been working actively to resolve the issue. I do understand that there is a lot of cases but how long should my daughter be affected by this? (1 Like)

James Green Hi Crystal - please speak directly with Mary for the most current status.

Crystal Tyson Mr. Green I will contact her today. I originally spoke to Melissa who was acting as Chief in her absence and didn't realize the situation wasn't relayed to the chief upon her return. Just wondering if it is not resolved in a timely fashion what would be the next step?

James Green If CYSS has not received the packet from the hospital we will assist you in elevating your concern within the hospital

Nancy Dillner Very Frustrating & stressful on top of everything else that you are dealing with!! (1 Like)

Crystal Tyson Thank you. (1 Like)

Tristi Carol It just seems like you are getting the run around and call the person or that person.... Basically no one wants to take responsibility or get it fixed. Have you spoken to IG yet? I would start there. This is just incredibly too long and ridiculous. IG is located past the hospital light.. On the right side you will see a big satellite dish in the yard. It's that building on the first floor.

Katherine Hyer

Why is the pool so expensive?

James Green Response for FMWR: the costs of staffing the outdoor pool has to be recovered from those using the facility. The prices set for this season's operations are competitive with off-

post facilities and the Courtyard Pool and spray park is a very high quality facility. Believe the fees charged represent a good value. *(1 Like)*

Jocelyn Marie Chambers Not a good value if you are not able to use the facility. *(1 Like)*

January Turner At Fort Hood all the pool facilities are absolutely free, indoor and out *(2 Likes)*

Tristi Caroll In Hawaii it was \$1 for adults and .50 for kids I believe or you could buy a summer pass.

Tristi Caroll I agree if its too much people aren't going to go to it. If it was cheaper I'm sure they would make MORE MONEY bc more people and their families would be coming to it

Fort Gordon

Thanks to all who participated in our "virtual" town hall! This marks the end of today's event. If your question hasn't been answered, don't worry – we'll be sticking around a few more minutes to catch up with any questions that we missed! However, the Wall has been closed to new questions. *(5 Likes)*

Amanda Clarke Thank you! This is much better than a real town hall meeting where it feels as though everyone is talking and no one gets heard. *(2 Likes)*

Fort Gordon

And don't forget – if you have questions for FG or any of the agencies offering services at our base, you can also submit them at any time via the Interactive Customer Evaluation (ICE) system, at: http://ice.disa.mil/index.cfm?fa=site&site_id=440

Fort Gordon

If we told you we needed to do more research and get back to you, we'll do that as quickly as possible (within 3-5 business days). Sometime early next week, we'll also post a transcript of this conversation to www.facebook.com/ftgordonga. *(5 Likes)*

Medie Angelica Ledbetter

Thank You to Garrison & the other agencies who took time out of their schedule to address everyone's concerns! :) *(3 Likes)*

Brittany Perlow

I would like to start out by thanking everyone for having this town hall so we can voice our concerns. My question is addressed to housing here on post. I wanted to know if there are any plans to update and renovate neighborhoods here on base? I currently live in Old Olive Terrace and to be frank the houses leave a lot to be desired especially when you compare it to house in the new subdivision not 10 feet away. Are there any plans to address the house vast difference in the quality of housing on post? Thank you for your time. *(11 Likes)*

Fort Gordon Response from BBC: We are in the planning process of completing the exterior renovations to Gordon Terrace and should begin work on this before the end of the year. We are also currently in the planning process to begin the superturn/advanceCOM process for any homes that have not been renovated at this time. This program should begin before the end of the year as well. And the homes will be upgraded as they become vacant.

Meghan Hull Does that mean that we are just out of luck if we are already living here? I have lived in my current house for 3 and a half years... and feel like they only care about the new people moving in. I feel like i should get some incentive to stay after being here for so long. *(4 Likes)*

Stephanie Pompa Meghan, as someone who lives in a "Renovated" Old Olive house, all I can say in answer, from what I've been told, is yes. They are looking into possibly adding a sidewalk though on North Range Road which is HUGE.

Brittany Perlow I understand that these things take time, but the answer you just gave me was the exact answer they gave me when I moved in almost 2 years ago. There are many homes with major structural issues and they are just plain falling apart. To get these issues addressed is like pulling teeth. I would also like to say renovating is not repainting and polishing floors. It actually doing structural work. I do not mean to come off harsh, I just think I speak for a lot of people who feel that we are getting the run around, and that we are not being fairly treated. *(3 Likes)*

Melissa Rinehart Olson Brittany we have lived in old olive for almost 5 months and we are also in a unrenovated house. Its not fair knowing there are other houses in our same cul-de-sac that at least have the laminate flooring while we still have the hard tile. I have messaged BBC and still have never received an answer. And that is one of the main reasons we plan on moving OFF post next year.

Mike Kelley Our lease is up in October and we are getting off post. I have also started spreading the word to every contact I have to advise anyone coming to this post that they secure off post housing. Maybe if it starts affecting their bottom line it might make a difference! *(3 Likes)*

Fort Gordon

Thanks to all who participated in our "virtual" town hall! We're going to wrap things up at 1:00PM Eastern. If you have any final questions for us, please post them at this time! *(4 Likes)*

Teri Stiffler Ryan Thank you for the opportunity to voice our questions and concerns.

Meghan Hull

Can i get someone to private message me about my roof problems? I don't want to blast everything on here but i have some questions.

Meghan Hull or could i get some information about who to contact?

John Ramey BBC responds: Please contact Nan Rocker at 706-772-5079. Thank you. *(1 Like)*

Brittany Perlow Seriously, Nan is the best. she will take care of it. *(1 Like)*

Fort Gordon

Tomorrow's Garrison Employee Town Hall has been cancelled. However, if you have questions pertaining to the upcoming furlough or any other employee topic, feel free to post them here. We'll get you an answer.

Fort Gordon

Registration for the Automated Installation Entry system continues from 9 a.m. to 4 p.m. at the Visitor Control Center at Gate 1 and at the Darling Hall MP Admin section on a space available basis. Get your ID registered today. *(1 Like)*

Tricia Carter Is there a start date for the system to begin being used at the gates?

John Curry The start date has not yet been set, but it will be sometime after August.

Fort Gordon Directorate of Emergency Services Ms. Carter -- Thanks for your question. For planning purposes, we anticipate activating AIE in Sep/Oct 2013. Respectfully, LTC Bush (Director of Emergency Services)

Wanda Frye

I would like to THANK Balfour Beatty for all of their hard work in taking care of the residents. I know that all you hear are the negatives, but I wanted to say something positive. Your maintenance team responds in a timely manner when I have an issue. When I lived off post, I had to wait for weeks for maintenance to show up to see what was wrong and then only to come back a couple of weeks later to fix the problem. For all of the houses BB maintenance has to manage they do an excellent job!! A big THANK YOU goes out to Ms. Nan and her team!! (8 Likes)

Medie Angelica Ledbetter I have to agree with Mrs. Wanda Frye! Thank you Nan

Brittany Perlow I would like to say Nan is the best. I know every time I talk to her everything is going to be taken care of. (1 Like)

Stephanie Pompa Nan and Craig do run a phenomenal Maintenance program! They are very proactive in their care and ensure residents are taken care of. (1 Like)

Stephanie Pompa The answering service used after hours and during lunch is in need of a complete overhaul though. (1 Like)

Olive Mayors I AGREE FULLYYYYYYYY!!!!!! (2 Likes)

Stephanie Pompa

Who would be the best to contact about obtaining a list of carpet vendors to replace the carpeting in our home, out of our pocket? After living here three years, through three sewer line blockages that flooded our house all three times, it's been overdue. I'm even willing to pay! We've used the carpet cleaners used when people have cleared, at Housings' expense, and after it dried it just smelled worse. New carpeting and padding is needed throughout where it flooded, and a list of providers would be great! (1 Like)

Laura Hardy Aldrich I would think it would be replaced by Balfour Beatty due to the damage being caused by the sewer line breaks. I have replaced carpet in one of our rooms, soon to replace some on our stairs, at our own costs. I called the BB office and they gave me the name of the company. They came out, measured, and replaced everything. It was NOT cheap, though. I hope they give you an answer on whether or not it will be replaced at your cost or theirs.

Fort Gordon Response from BBC: Thank you for your question, Ms. Pompa. We would be glad to come out and evaluate your carpet and review the records regarding your housing. It is our policy to replace carpet as needed in regards to these matters at the very least we can have your carpets professionally cleaned and sanitized. Please contact the work order desk at your convenience for this inspection.

Stephanie Pompa My carpets have been cleaned and sanitized per Nan's request after the third flooding of sewer water. I'm trying to be proactive, cut out the middle man, and get them replaced now. It's already been too long. I shouldn't be livid to have friends over in fear they can smell the carpets. (1 Like)

Crystal Tyson That is a major problem in our house. It just smells as if the carpet is still wet and moldy! (2 Likes)

Tricia Carter

We would love to see a dog park on post. We live in Old Olive and fencing our yard would not really be effective as we are backed up to a tree line. We just used the tennis court outside of Gordon Terrace last night but a fenced grassy area would be better. We lived on base at Camp Pendleton and Lincoln Military Housing had a dog park (converted outdoor racquetball courts) in all of their neighborhoods. I am not sure if this would be a post project or one that could be provided by BB or perhaps even MWR, but I feel sure that it would be used and there does not seem to be any lack of open grassy areas around Fort Gordon. BB may even see an increase in occupied units if there were more amenities like this available on post. (7 Likes)

Stephanie Pompa Great idea Tricia and thank you for bringing the ideas forward! I would love this as well! (1 Like)

Fort Gordon Ms. Carter, thank you for your comments. Please review Laura Hardy Aldrich's previous thread regarding dog parks. Thank you.

Meghan Hull

Does mold grow in GA?! I have been told multiple times that mold does not grow in GA and i shouldnt be worried. (4 Likes)

Stephanie Pompa You definitely have touched on something I have brought up before. The answer is YES! Call in a work order, and if the techs continue telling you it isn't mold, ask them to call Nan or Craig to have them come out immediately and inspect. They're very proactive in tackling this issue! (3 Likes)

Eisenhower Army Medical Center Mold can grow in any moist location and any suspected mold should be brought to the attention of professionals to evaluate. (3 Likes)

Meghan Hull Thank you! Just making sure i wasnt crazy (1 Like)

Melody Robertson Sebastian Mold can grow anywhere and it is nothing to mess around with. Is it in your house? I know when we lived on post my family had constant respiratory issues. I know that base housing there has mold in the air ducts. I could smell it.

Meghan Hull yes ma'am!!! Carsons breathing got better in oklahom ana dnow that we are back he is having problems again.

Amanda Clarke Yes mold can grow anywhere that it is moist! and especially here in a humid climate. Those of you not used to it and have kids with bath toys make sure you check them every once in a while because mold will grow inside quickly! I usually just replace every so often because you can't get rid of it inside a bath toy. (1 Like)

Rhonda Davis and it cant be said that they are cleaned when someone moves out cause the paint is so thick on the screws on the vent that if you go to take them down to clen them yourself you are going to tear the ceiling (2 Likes)

Lorena Woolard Meghan Hull, for mold to grow it needs three things: oxygen, substrate (food), and ideal temperature of 70-90 F degrees. Remove one and mold growth stops. If you see mold growing, you can clean it with 5% chlorine solution (meaning 5% bleach, 95% water). But after cleaning it, identify the source: where is the water leak or moisture coming from? Once identified, it should be fixed to prevent from the mold to continue growing. The substrate (food) is any porous (breathable) material such as products made from wood, cotton, and leather. Mold cannot grow on metal objects since it's not porous. There are many types of mold spores and every

individual response to them differently. One thing some people forget is that there are more free flowing mold spores in the outdoors than indoors. Well, I can go on with this, but I'm at work...on my 15 minute break... hope this helps.

Laura Hardy Aldrich If you suspect mold, have a maintenance tech come out and look at it. If they say it isn't mold, ask them to call Nan or Craig to come look at it. Also, for the vents that are completely covered in pain, as mine are, have maintenance come out and get that handled. They can cut around the vents and get in there to see what is going on. A lot of the times, they've used the wrong paint, and that can harbor mold.

John Ramey BBB responds: Thank you for your question. If conditions exist, mold can grow anywhere in Georgia. If you live in housing and have any concerns that you might have conditions in your home that would allow mold to grow, please contact the work order desk and we will visit your home at your convenience.

Kaleigh Killebrew Meghan Hull mold grows anywhere that has been moist and warm and has never dried up. check ur intake unit in ur house.

Tristi Carol Before we bought our house there was mold in it an it had to be cleaned up. It was pretty bad. So, yes there's mold in Georgia

Michelle Candela

Any chance they would be placing a sidewalk around old olive terrace/ north range road? There is a part that doesn't have sidewalk.. and hate having to walk in the road/grass. -Thanks! (2 Likes)

Fort Gordon Response from BBC: Thank you for your question, Ms. Candela. This sidewalk or lack of has been a topic of conversation in the mayor's meetings in the past two months. It is our intention to request that this be considered for the 2014 budget. If approved, we will move forward.

Col Robert Barker Ms Candela I drove through Olive on Friday to look at the sidewalk situation. All streets in Olive have sidewalks, although it does require you to cross the street to stay on them. For North Range road, it has a sidewalk for only a portion of the road running along side the housing area, but the additional portion has plenty of space between the resident fences and the road to remain safe. Range road is not meant to be a sidewalked walk area, and if you notice the roads running away from Range road all have sidewalks to meet your needs. Although it is an issue, it is not high on the priority with the limited funding we are currently facing. (1 Like)

Michelle Candela thank you!

Deloris Jones

Are there any plans to extend gate 5 hours of operations? There are so many soldiers and civilian workers who are inconvenienced by this. (3 Likes)

Rhonda Davis and most of the housing is on this side of base (1 Like)

Stephanie Pompa It is very troublesome, I can speak from experience. I understand due to the sequester and cut backs, but Gate 5 is a huge hub or transportation on and off post, as well as the Shopette. If even extended to 2400 it would be so helpful to residents and Military alike. (3 Likes)

Fort Gordon Directorate of Emergency Services Ms. Jones -- Thanks for your question. At this time, there is no plan to extend Gate 5 hours of operation. Due to budget cuts, our Guards

requirement decreased by 30%. With that reduction, Fort Gordon leadership approved a gate hours of operation reduction plan. Respectfully, LTC Bush (Director of Emergency Services) *(1 Like)*

Amy Griffin

Is either housing or Ft. Gordon planning on doing anything to pick up stray and feral cats? There are so many wandering around it is just sad. I have caught several and called to have them removed but there are far to many around post.

Fort Gordon Directorate of Emergency Services Ms. Griffin -- For stray and feral cats, please contact the Law Enforcement Center at 706-791-4380. Thanks for your question. Sincerely, LTC Bush (Director of Emergency Services) *(1 Like)*

Col Robert Barker

For all the residents of Fort Gordon Housing, I interested in seeing if you are interested in having the Signal Newspaper delivered directly to your house? *(14 Likes)*

Olive Mayors That would be great

Brittany Perlow I think that would really nice.

Danielle Zimmer-Hernandez I think that is a great idea.

Wanda Frye That is a great idea.

Amanda Clarke Yes I think that's a great idea! Just came from a post and we had the paper delivered every week

Medie Angelica Ledbetter Yes, that would be ideal!

Meghan Hull I agree i would love to get the newspaper delivered to my door!

Amanda Clarke Does the Signal Newspaper have information on coming events or things that will be going on on post? My husband is in Korea unaccompanied and we moved here right before he left so I don't know where/how to get information about what is going on - like what was going on with the drills last week. Stuff like that if I had known ahead of time I wouldn't have left the house till later since I Had a one year old in a really hot car for an hour just from the gate to home. I know they are on the boards as you drive in but I'm always the one driving so can't just stop and read the board... *(2 Likes)*

Fort Gordon @ Amanda Clarke - Ms. Clarke, the Signal does indeed have informatoin about events and activities on post. In addition, it provides information about policies and programs on the installation. We hope you'll find it useful. *(3 Likes)*

Stephanie Pompa Yes, please Sir!

Amanda Clarke Thank you! That would be very helpful for me:) I will start getting one from now on!

Col Robert Barker MWR also publishes the FYI magazine which advertises all of the MWR events monthly. The Fort Gordon Facebook page also advertises the same events and is the means of getting out the short notice events that miss the suspenses for the Signal and FYI. *(5 Likes)*

Amanda Clarke Thank you! That is very helpful.

Xiomara Alves I would

Mindy Hillway Of course

Jocelyn Marie Chambers

Is there any plans to expand Behavioral Health services to include family members at Ft. Gordon since the wait time to be seen off post in in excess of 6 months. *(4 Likes)*

Eisenhower Army Medical Center There are no current plans to expand BH services to family members at DDEAMC but the issue of long wait times will be brought to the BH department. We will contact you with a response when it has been addressed.

Jocelyn Marie Chambers There are many who fall through the cracks and this is a HUGE problem that staff at Eisenhower already know about. There are not enough providers on the civilian side and it is a shame that family members are not having their needs met! *(1 Like)*

Sean-Michael Alexander Jackson

The hospital really needs to step it up a few notches. I was in the ER recently and was administered an IV for fluids. I asked a nurse for a pillow to prop my arm up and she replied that they did not have any pillows. After another hour of waiting for them to take the IV out, it took forever for them to fill my medication. How are we as patients supposed to be at comfort when we are awaiting on the doctor to come see us if there are no pillows or blankets? *(2 Likes)*

Eisenhower Army Medical Center We value your ideas of how to improve our care at DDEAMC and ICE comments are an effective way to help us address any issues. Please let us know so we can address your specific incident.

Ann Marie Kennedy Thompson

What is the best airport to use for Ft Gordon?

Shardae Hunt Augusta, Ga is the closest Airport.

Fort Gordon Augusta Regional Airport

Shayla Bowling atlanta or columbia sc is cheapest both about 2 hrs away

Ann Marie Kennedy Thompson Is there ground transportation from Columbia or Atlanta? USO services? Also my daughter's brother lives in Atlanta is he permitted to pick her up and take her to Ft Gordon?

Shayla Bowling from atlanta yes idk about columbia tho. i think he could when they flyvalone you tell them who is picking her up jst call the airline ahead of time

Tricia Roland

I wish the indoor pool was open in the evenings or Saturdays. *(3 Likes)*

Meghan Hull I agree with my husband working a shift in the middle of the day is very difficult to get to the pool! (My youngest burns super easy so cant spend time at the outdoor pool.) My husband also swims for exercise saturday hours would be ideal! *(2 Likes)*

Teri Stiffler Ryan I also agree. Summer hours are not supportive for those who work during the day. (2 Likes)

Nicole Holt Agreed! I love to swim but the indoor pool is only open during work hours and I work. The outdoor pool doesn't have lap lanes, so it's really not useful for working out. (2 Likes)

Shardae Hunt So do I! I hate that they make summer hours, being pregnant I really want to "swim" to keep up with daily exercise and they have no daycare option there, and they are closed by the time my husband is home. The outside pool is too crowded and no swim lanes so you can't use it for actually working out. (2 Likes)

James Green Response from FMWR: Hi Tricia - thanks for your question. Our hours of operation are based on those days/hours with the highest customer demand. The costs of operating the pool must be recovered by the customer base so we try to maximize swim opportunities within our budget constraints (1 Like)

Shardae Hunt I'd pay to use it on weekends & evenings. It's cheaper than having to drive all the way to the Y and use their monthly membership. Something like paying to use the classes at the gym. (2 Likes)

Nicole Holt How is customer demand measured if the pool is never open on nights or weekends to judge if it would be used? (2 Likes)

James Green Response for FMWR: Weekend and evening usage data for the indoor pool over the course of several years was very minimal resulting in our current operating schedule. Secondly, the recruitment and retention of lifeguards necessary to staff the outdoor pool has been a struggle for the past couple of years in addition to the lifeguard staff at Pointes West Army Resort. We must apply our lifeguard staff to those areas with the highest usage. (1 Like)

Laura Hardy Aldrich

The dog park question brought another to light. What CAN we do about pet owners that allow their dogs to do their business in our yards? I have seen people, in broad daylight, let their dogs use my yard. After some bickering, and getting "the bird" a few times, it ends up becoming me cleaning it. I'd hate for the majority of responsible owners to be punished for those that don't care. What can we do about it? (4 Likes)

Eileen Wisler I'm not sure what housing's position is on this, but residents were fined at other posts we've lived at. (1 Like)

Medie Angelica Ledbetter Everytime you see this happen call the housing office right away & give as much description on the situation as possible. (1 Like)

Medie Angelica Ledbetter If the housing office does not know when & how often this happens they can't do anything about it. (1 Like)

Eileen Wisler

Why isn't there a nurse advice line at this post? Is another way for us to get medical advice after hours here? (3 Likes)

Sami Pendas Melber I completely understand! We had an advice nurse back at Ft. Campbell and it is sooooo much more helpful when I can just call in about my paranoid new mother questions instead of going all the way to the ER just to find out that my son has the sniffles. (1 Like)

Laura Hardy Aldrich This is a GREAT question! We also had this at Ft. Bliss and it saved us a lot of time and hair loss when illnesses come about. *(4 Likes)*

Eileen Wisler There was also one at Huachuca and Riley. I guess I just assumed they were standard at all posts, so I was surprised when I found out there wasn't one here.

Danielle Zimmer-Hernandez I completely agree!!!

Shayla Bowling it would also pry help the ER out quite a bit

Meghan Hull My children go off post to MCG and they have a doctor on call 24/7! I cant tell you how many times the on call doctor has helped save me time and er visits!!! At the very minimum a nurse on call would be amazing!

Eisenhower Army Medical Center You can always contact the emergency department for urgent issues and on the DDEAMC website is a the "Contact your Doctor" tab on the left hand side to send an electronic message to your PCM. The reply will be answered within three days.

Laura Hardy Aldrich Unfortunately, the ED does NOT help via phone. They tell us that we HAVE to come in or suffer through it and wait for our PCM to open up an appointment. *(3 Likes)*

Eileen Wisler What are the chances of implementing a nurse advice line? The ER is not helpful over the phone, and 3 days is simply too long to wait for urgent situations (although the option to email our providers for non-emergent questions is great!). *(1 Like)*

Eisenhower Army Medical Center The idea will be brought to the leadership to consider. The Commander of DDEAMC is briefed on all posts from the FG Town Hall to find ways to continually improve our care. *(3 Likes)*

Eileen Wisler Thank you!

Teri Stiffler Ryan

What is the possibility of providing boarding kennel services? *(2 Likes)*

Kara Kennedy I still drive my dogs all the way to fort Stewart for boarding. I miss that benefit. *(1 Like)*

Meghan Hull Boarding services would be AMAZING!!!!

James Green Response from FMWR: Kennel operations is not a core FMWR program although a few installations do offer the service. There are significant number of quality kennels off the installation that are more than capable of meeting your needs. *(1 Like)*

Meghan Hull

I would also like to say a big thanks to buster for his help!!! He is probably the best maintenance worker out there! *(2 Likes)*

Cassandra L Penley Absolutely agree he is the only one who is helpful when you call for maintenance, he actually will fix the problem not just tell you nothing is wrong and leave. *(2 Likes)*

French Bread Toohey Buster fixed stuff the other workers destroyed I like buster he's a greater worker *(2 Likes)*

Jocelyn Marie Chambers

For those who have to pay to use the outdoor pool and drive to get there to find it is closed for half a million reasons or it is at capacity and we are turned away it is very frustrating! Is there anyway we can extend our passes or get a refund. (2 Likes)

Jocelyn Marie Chambers And maybe change the rules about the age of teens that are allowed there without supervision. Since most do not use proper language or show self control that is needed in a family oriented environment! (3 Likes)

James Green Thanks for your question regarding the pool. Obviously the pool is extremely popular with the Fort Gordon Community and we do have capacity limits in place to assure the safety of those using the pool. Sorry but we have no control over the unusually wet start to the summer and in most cases the pool is only closed for a short period as a result of inclement weather. If you are encountering issues with teens or any other customers regarding their conduct please bring the problem to the attention of the pool staff.

Jocelyn Marie Chambers I understand when a closure is due to weather. My concern is more about the fact that I PAID for a pass, I drive there from Grovetown, and I have only been able to use it 2 times.

Jocelyn Marie Chambers And one of those 2 times we had to leave because the pool closed because of poop in the pool. I understand things happen with so many people there, but it does not discount the fact that it is very frustrating.

Laura Hardy Aldrich

I do have a question about ICE complaints, now that I think of it. I know we have the option to have someone get back to us on the forms. How long should we expect to wait on hearing back from someone? (2 Likes)

Plans, Analysis and Integration Office - Fort Gordon Thank you for your interest in ICE. If you request a response, Service Providers should provide a response within 3 workdays. FYI: The Medical Center's ICE link as at the top of the Fort Gordon ICE page. (2 Likes)

Laura Hardy Aldrich Thank you!

Plans, Analysis and Integration Office - Fort Gordon To clarify, the Medical Center has its own ICE system. It can be accessed through the Fort Gordon ICE page. However, Medical Center manages its own ICE system. (1 Like)

Plans, Analysis and Integration Office - Fort Gordon If an ICE comment for the Medical Center is sent through the Fort Gordon ICE System, the Garrison will help the customer by re-directing the comment to the Medical Center's ICE Coordinator.

Xiomara Alves

I would like to know why my PRB is taking so long. I have been waiting since Feb. and it is now June. I feel like the CPAC is making me feel like a criminal. All I has was a speeding ticket 6 years ago. I would like so answers please. (3 Likes)

John Curry Ms Alves, your PRB packet was signed yesterday by the Garrison Commander. You should be contacted shortly by CPAC to coordinate a date to start work. I apologize for the delay. (1 Like)