

BOTTOM LINE: Below are the **issues raised** (and **staff responses**) during the USAG Stuttgart Special Town Hall at Robinson Barracks 24 October 2011.

ISSUES:

Evaluate installation of an out-bound only turnstile at RB, find out if it meets AT/P security standards and what it would take to move the one at Patch to RB and install (Roter Stich).

(DPTMS/DES/DPW) There are no security or anti-terrorism issues with using the turnstile gate at RB. This is now a DPW and funding issue to move the gate from Patch to RB, close the Patch fence, and install at RB. This will be for OUTBOUND pedestrian traffic only.

Have the contractor use water to keep the dust down during construction.

(DPW) The contract will be modified to include dust control.

Is there a way to stop people from bringing their garbage on post and filling up the dumpsters?

(DPW) There is no policy which prevents people from bringing refuse or recycling on our installations.

Evaluate putting more lights on RB to discourage vandals.

(DPW) There is no funding to increase lighting anywhere within the garrison footprint.

Can anything be done about the loud vehicle that drives around RB at all hours?

(DES) We are currently working through the German Police Traffic Section to have them come on base and check the vehicles decimal readings. If the individual is out of tolerance, the German Police will deal with it appropriately.

German vehicles are routinely parking at the delivery gate. Is there anything the Polizei can do about it?

(DES) Our DES is currently coordinating with German Police to see what can be done.

Investigate the perception that MP patrols are not responsive to resident complaints.

(DES) This has been addressed with our desk sergeants. We are stressing the importance of developing a good relationship with the community. Patrols are being more proactive at shift change briefings to ensure continuity regarding complaint issues. We have also increased walking patrols and are monitoring to ensure new procedures are taking place.

Can anything be done to enforce quiet hours?

(DES) The community needs to report violations of quiet hours, and the DES will respond appropriately. Our Public Affairs Office will publicize the importance of quiet hours, especially during the winter months, as more people are staying indoors and on-base.

Come up with a plan on the night shift patrol issue at RB.

(DES) Plan has been implemented. Walking patrols have been increased. See above comment for more details.

Can anything be done about the feral cats at RB?

(DES) The installation coordinator has a POC at one of the local Tierhiems (animal shelters) that can trap the cats and relocate them. This is currently being coordinated.

Develop a better information flow for RB residents; Determine if there is a way to consolidate RB-related material to one place on the webpage or FACEBOOK page.

(PAO) Our PAO has developed Discussion Tabs for each installation on the USAG Stuttgart Facebook page (www.facebook.com/USAGarrisonStuttgart) to assist with answering questions from the community. We also plan on hosting a future town hall using that medium. Our PAO has recently been added to the in-processing schedule, where we can explain all of the sources to get community information from, and provide a card or info-sheet with all the addresses. We'll continue to add the feedback and answers from the town halls on the Stuttgart Garrison Website (www.stuttgart.army.mil).

The Barbershop closed without notice. We would like to be informed of anything that might be closing ahead of time.

(EXCHANGE) The closure of the barber shop had been announced locally, but unfortunately never made it to the Citizen newspaper. In the future, the eXchange will provide ample notice of any closures. The closure of the barber shop was attributed to under-utilization of this service from the local community causing the concessionaire to withdraw his contract. Nevertheless, this facility will soon offer Pet Grooming services which should draw more business at R/B from the entire Stuttgart community.

Since the Patch food court is finished, can the Burger King Bus come up to RB?

(EXCHANGE) The Burger King mobile unit was moved to Mildenhall, UK during their restaurant renovation. These units are only utilized for short term projects and are not available to communities as an additional operation. However, the eXchange does offer Kebab/chicken rotisserie concessionaire whose hours are 1100-1800 on Saturday and is trying to offer a second day during the week.

TKS ISSUE – RB residents are paying the same amount for less service. Is this grounds to cancel the contracts at no cost?

(EXCHANGE) TKS service at R/B is available despite the internet speed (768Kbit/sec – 3072Kbit/sec). Unfortunately, the infrastructure at R/B is currently maintained by Deutsche Telekom who has been unwilling to upgrade their network due to the lack of potential customers. TKS has decided to fund an upgrade of the cable network and provide cable modem at Robinson. This requires Robinson Barracks to be connected to our head-end on Patch barracks, which will not be completed before the second quarter of 2012. Should any customers residing at R/B want to withdraw their contract with TKS, they should contact Lynn Machovoe, EUCOM Consolidated Exchange Services Manager via email machovoe@aafes.com or call her mobile phone 0160-7122621.

TKS is provided too much influence during in-processing (Welcome Packet advertising, etc).

(DHR)TKS has no role with in-processing. TKS is allowed to put their flyer in the Welcome binder because they provide a service at the PX. The Central Processing Facility has a briefing that talks about many options. Congstar, Telekom, Fonic, ARCOR, Alice and Kabel BW are other companies listed in the binder as well, along with the following statement: "The following is a list of service providers in the area. This list was compiled for your convenience and is not exclusive. The listing of a provider is not an endorsement." We do not have any slides that advertise any company. We will ensure our briefer does not mention TKS any more than other choices.

The RB Commissary does not keep sufficient stocks of milk, lunch meat and high-demand items. Residents do not want to go to the store several times and still have to drive to Patch to get what they need. If not patronized, the RB store may close; if not properly managed it won't be patronized.

(DeCA) The containers of Chilled products are being held at Port by German Customs because the carriers' customs documents are not correct. This affects not only the RB Commissary, but all Commissaries in Germany. Signs have been posted in several locations in the Chill display area to keep the customers informed of the situation. Product is continually being ordered and will be stocked as soon as it arrives. Sales at the RB Commissary have been much lower than projected, forcing management to review stock assortment and remove product that is not showing significant movement.

The RB Commissary hours should be relooked; recommend more evening hours or at least a survey for residents to provide input on the hours.

(DeCA) Based on a review of Customer input and sales, the RB Commissary will test new days and hours starting on December 18. The RB Commissary will be closed on Monday and Thursday; hours of operations will be 12:00 to 2000 on all open days. Please continue to provide feedback and we will continue to refine operating hours to meet the needs of our customers.