



Town Hall Question Responses

From 8 November 2023

Thank you for trusting JBAB Leadership with your concerns and your patience as we work through providing you the appropriate responses. These responses are in no particular order, and some are still a work in progress. Further updates will be provided at the start of the next Town Hall in Spring/Summer 2024. If you have concerns with some of the info provided in our responses, please utilize the ICE Comments submitted at https://ice.disa.mil/index.cfm?fa=site&site_id=251 to let us know.

Watch the Town Hall: <https://facebook.com/events/s/town-hall-meeting/337226095568334/>

Schools

1. Q: Can the bus contract be adjusted for afterschool activities?

A: The school bus contract runs from 0600-1800 and serves 31 schools with 14 routes. The contract is meant for transport to/from school based on a typical school day. Thirty of the schools are off-base, with the furthest located in Tenleytown. We are looking into the opportunity for expansion starting with a survey that will come out in the near future to measure demand.

2. Q: Can the Learn DC school build permanent structures?

A: Learn DC intends to add a grade every year and is working toward building the necessary permanent structures. Learn DC is a Public Charter School and not run by the Department of Defense. We have a great working relationship with them and are happy they are able to support many students from the military community.

3. Q: We have children waitlisted for current bus routes that are full. Can we add another bus so members aren't missing duty hours transporting their children?

A: All 14 routes that accommodate 31 schools were established at the beginning of the school year and planned based off ridership, proximity to other schools, and open and closing times. Funding limits our ability to add other busses at this time, but we will continue to look for alternatives to streamline bus routes based off our contract and available resources. Our School Liaison Officer, Mr. Alonso Hay (alonso.hay.1@us.af.mil), is available to answer additional questions about our local schools.

4. Q: High school kids need volunteer hours to graduate. What are some options through the base?

A: Anyone wishing to volunteer may contact the Military & Family Readiness Center, Youth Center, or the Chapel for a wide variety of volunteer opportunities.

5. Q: How can we consistently find info on youth programs? Can that info be pushed out?

A: The JBAB Force Support Squadron website (<https://www.jbabfss.com>) is the best location to find more information about youth programs. Posters for Youth Center programs are also printed and placed in facilities such as Library, Youth Center, Commissary, Exchange and Potomac Lanes Bowling Center and we use digital advertisements at the Bolling Club, Potomac Lanes, Arts & Crafts, Stewart Education Center, Furnari, Joint Innovation & Recreation Center, Outdoor Recreation, and the Slip Inn. We will continue to work with the community to assess other avenues to advertise.

Security, Safety & Traffic

6. Q: The intersection at the gas station: could there be crosswalks on all sides? Also, the timing of the lights and crossing signs is off by seconds and does put pedestrians at somewhat of a risk.

A: Thanks for pointing this out to us, we will adjust the timing of the pedestrian phase and add additional crosswalks in the future.

7. Q: Can we get the lights at DIA intersections changed to a 4-way stop during periods of low traffic?

A: We agree with this recommendation. Our Traffic Safety Coordination Group approved this change and our Civil Engineers will update the intersections once they have received ordered parts.

8. Q: If we have taken down plate numbers down of speeding cars, where/who should those plate numbers be reported to?

A: Unfortunately, we are not able to issue citations if we do not witness the violation directly at the time it occurs. However, please forward the times and locations of the suspected infractions to help shape our speeding enforcement plan. Please submit via the ICE comment system here: https://ice.disa.mil/index.cfm?fa=site&site_id=251.

9. Q: Can we get a sign that tells base patrons to stop their vehicles and render proper custom and courtesies for the national Anthem?

A: Public Affairs posted a social media message 17 November reminding people of the proper customs and courtesies, and we'll continue to message this via social media and the marquees on a more frequent basis.

10. Q: Is there anything that can be done in regards to the traffic buildup leaving the base at 1630? Are there any plans to rectify this issue?

A: Our Security Forces and Civil Engineer Squadrons are coordinating with the DC Department of Transportation (DDOT) to improve traffic at each gate. Recent efforts aim at adjusting traffic light timing outside our Arnold and South Gates. We also have a future project to expand our Firth Sterling Gate that's awaiting funding and will alleviate traffic at other gates. We will continue to work with the city on short and long-term solutions.

11. Q: During incidents involving Security Forces, is there any way to include residents on a "text chain" with Security Forces to inform them of incidents when necessary?

A: We have several ways to communicate to our base populace during incidents (Giant Voice, AF Connect App, AtHoc for military/civilians workforce, Facebook, etc). We will send a survey out soon to continue to evaluate the best communication channels to deliver push notifications to residents to alert them of Security Forces activity.

12. Q: Several intersections and roads were highlighted for needing various forms of traffic control as well as increased Security Forces patrolling to address various moving traffic violations.

A: The Traffic Safety Coordination Group has taken these concerns for action to validate and address these problem areas. Security Forces has increased their use of radar guns and issued several speeding and failure to stop citations to improve community safety. Thank you for your feedback.

13. Q: Along the Potomac Trail is a sign that instructs pedestrians to walk quickly and don't stop due to presence of radioactive substances. Can someone confirm that it is safe to be walking through the vicinity safely?

A: Yes, it is safe. The path is adjacent to a large antenna array that while safe to transit through, pedestrians should not remain in front of the antenna for an extended period as it is a large antenna that transmits out signal.

Housing

14. Q: A resident was informed that grounds maintenance was not in their contract. Can we get confirmation on that as we are getting conflicting info?

**For housing concerns, please contact your respective property manager first: Hunt: 202-987-6000/Liberty: 202-629-2647
If no resolution is received, please contact the Military Housing Office: 202-284-3506
If problem persists, please contact your Resident Advisor: Ms. Tatyana Kelly 717-202-9404**

A: Hunt's policy is residents are responsible to maintain their own fenced in yards. All other areas are maintained by our landscape contractor.

15. Q: My air filter is painted down. How is maintenance being accomplished, and how can we change it out ourselves?

A: Hunt conducted preventative maintenance in the home and changed the air filter. If you are unable to get the problem corrected through the housing company, reach out to the Military Housing Office at 202-284-3506.

16. Q: There are 12-foot bushes in front of my home, and they are a security risk and safety concern to me. Can they be trimmed?

A: Thanks for bringing this to our attention, Hunt Housing trimmed these bushes.

17. Q: I have mold in my HVAC ducts, I have no electricity in my kitchen, and my smoke detectors go off when my heat is turned on. Also, work orders are getting closed without work being completed.

A: Hunt Housing visited this home after the Town Hall and resolved resident concerns.

18. Q: My windows are not functioning properly, dry rot is getting worse, sliding back door and garbage disposal not functioning properly and emails to Hunt are not helping.

A: Hunt is working with vendors and resident to address their concerns.

19. Q: Our assigned home doesn't meet our Special Needs child requirements. How can I get on a waitlist for a house that meets our needs?

A: Hunt is continuing to work with the family to ensure appropriate ADA capabilities are present in the home.

20. Q: There is sometimes conflicting guidance in base policy vs Hunt policy. We need to improve relationship between residents and Hunt. Hunt has removed personal property from common areas without prior notification and we'd like to request designated areas for kids to play in with personally-procured playgrounds and to be able to build play forts. How do residents hold Hunt accountable?

A: Per Hunt, community policies are provided to all residents at move in and can be found on the Hunt Housing website at any time. <https://www.bollingfamilyhousing.com/current-residents/documents-and-forms>. We work in conjunction with the Military Housing Office to ensure community policies are met and enforced to keep the appearance and curb appeal of the community up to standard. We strive to continually improve communication and invite residents to reach out to our team. We invite any resident that is interested to join our Community Advisory Board.

21. Q: Why does Bellevue have a cap on their thermostats?

A: Liberty Military Housing came up with a new type of thermostat that would not only save on utilities but also increase the life of the HVAC systems due to the costs associated with utility increases. Please contact Liberty if the temperature of your house is inadequate.

22. Q: A ramp is needed for Special Needs student accessibility at Home School House, with an estimated cost of \$1,200. Can the base help?

A: The Mission Support Group linked the group up with Mr. Hay as their Liaison. He will assist with understanding the requirement and working with the Wing to support where we are able.

23. Q: The water coming from the faucet has an odor. Are we sure it's safe to drink? I know the water is checked annually, but is my faucet safe to drink out of?

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A: JBAB's water supply is DC Water who has some of the strictest policies in the nation regarding water cleanliness. However, to eliminate the possibility of a single-home issue, Hunt reached out to resident after the Town Hall to check faucets in the home to investigate and will continue to work with the resident to ensure safety of the drinking water. The annual JBAB Drinking Water report can be found at <https://www.jbab.jb.mil/JBAB-Units-Agencies/11th-Wing/Mission-Support-Group/Environmental/>.

24. Q: Is it possible to get solar on base to offset energy saving for increased prices?

A: The potential for a solar project has been in discussion and Hunt Housing has been researching its viability.

Miscellaneous

25. Q: Is there any ability to have gym classes after military working hours so we can participate in the evenings? Are there any year around swimming pool facility plans for on base? How about a kids bicycle pump track? How can we offer suggestions like this to base leadership?

A: Evening fitness classes have been very popular in the past. The Aerobics Center is currently undergoing repairs and upon re-opening (estimated completion date is summer 2024), we will look into offering fitness classes there again in the evenings. Currently, we try to keep the gymnasiums open in the evening for personnel to play sports (intramurals or pick-up games). Please keep in mind we do offer ****free**** personal training sessions for individuals or groups. The swimming pool can only support seasonal swim and there are no projections to build an additional pool on base. We will research the kids bicycle pump track and we are currently working towards creating a skate park! Additional suggestions can be submitted via ICE Comment or by talking directly to our Fitness Director or our Youth Center Director. ICE comments can be submitted at https://ice.disa.mil/index.cfm?fa=site&site_id=251.

26. Q: The giant voice is weak and unintelligible on Westover near the Brady Bunch homes. Can this be amplified?

A: The Communications Squadron appreciates the feedback and has made adjustments to amplify and clarify the sound coming from the speakers as well as had new batteries installed. This should fix the concern, but please submit an ICE comment if you don't see/hear improvement. ICE comments can be submitted at https://ice.disa.mil/index.cfm?fa=site&site_id=251.

27. Q: Why am I receiving emails from Clean Air Act when I have a vehicle registered in another state?

A: The Clean Air Act is currently a requirement for 11th Wing members. Our environmental team confirmed that you do not have to use the DC emissions testing site, and that any emissions testing from other states will also give you the data required to fill out the information for your vehicle.

28. Q: Only Active duty member gets certain notifications in AF Connect App and sometimes Giant Voice is delayed in notifications (4 hours one time), what's the best way to get information during incidents?

A: Public Affairs is working on "how-tos" that will notify people on how to get alerts via:

1) Air Force Connect App: PA leads this and anybody (including dependents) can download/access the app through the Play Store or Apple Store,

2) AtHoc: These notifications are run by the Command Post, and Notifications **MUST** be initiated via military/civilian member working on base using the White Globe icon on their work computer. They can add spouses' information this way,

3) DC Alerts: The district runs this system, but Emergency Management recommends as another good avenue to get relevant notifications.

As for the Giant Voice, our Communications Squadron is constantly tweaking this system to keep it as operational as possible. Please submit any specific instances via ICE Comment.

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29. Q: Can the base create a profile in the Next Door App to allow residents to connect and be kept informed?

A: Public Affairs is currently working on a “Where to get JBAB information” document that will lay out the several existing informational platforms that exist and are used by base agencies to push out information. As far as communication platforms, the PA office currently puts information on Facebook, Instagram, the base marquee, <https://www.jbab.jb.mil> and <https://www.dvidshub.net/unit/JBAB>. FSS runs several social media pages, plus <https://www.jbabfss.com/>, as well as a monthly newsletter and marketing done around base. We will continue to look for ways to help the community find the information they need easily, including a survey in the future that will compile information on several different topics, including preferred communications platforms.

30. Q: Any plans for playgrounds for older kids? Any repairs coming on the existing playgrounds?

A: There are no current plans to add playgrounds for older children at this time. We are not aware of any repairs being needed, please submit any requirements as an ICE comment at https://ice.disa.mil/index.cfm?fa=site&site_id=251. Hunt Housing is planning a new playground in Hooe Terrace.

Thanks for being part of our JBAB Community. We appreciate your feedback as we aim to provide a community where you can thrive! We plan to have another Town Hall in Spring/Summer 2024.

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