



Joint Base Anacostia-Bolling 21 Nov Town Hall, Q&A

In November, JBAB leadership hosted a Town Hall to answer questions and concerns from base residents and employees. While several questions were answered on the spot, we also recorded some to follow-up on. Below are answers to many of the questions asked. Questions and answers have been edited for brevity and clarity, and extra information and resources have been added.

Acronym list: CES: Civil Engineer Squadron, FSS: Force Support Squadron, SFS: Security Forces Squadron, MDS: Medical Squadrons, PA: Public Affairs

The Q&A from the last two Town Halls can be found at the following links:

May 2024:

<https://www.jbab.jb.mil/Portals/51/Documents/Environmental%20Info/JBAB%20May%202024%20Town%20Hall%20QA.pdf>

November 2023

https://www.jbab.jb.mil/Portals/51/Documents/FINAL%20Official%20Town%20Hall%20Question%20Responses%2020231211.pdf?ver=4M31USQkZ7pS994eRbl_gA%3D%3D

Q1. (OPR: CES/Hunt Housing) Who is holding Hunt accountable regarding communication with residents and closing out work orders that have financial costs associated? Notes left on doors were not helpful. Technicians show up, leave, and close out work orders without any follow up.

A1. Hunt wants to do better, and JBAB meets with them and the community often to help improve communication lines that make that possible. JBAB can do a better job of communicating the process of contacting the Military Housing Office and Resident Advocate if the privatized housing isn't responsive. A graphic of that 3-step process can be found here: <https://www.jbab.jb.mil/Units-Agencies/Mission-Partners/Military-Family-Housing/>.

Concerns can also be brought to the Resident Council, which meets monthly to discuss trends, concerns, and possible ways to affect positive change in military housing. If you are having an issue in your community or you feel like there are unidentified trends, please reach out to your community representative.

Leadership from the wing, group and squadron levels have recurring meetings with Hunt to go over work tasks trends, Satisfact Reports and other metrics that are reported to the AF Civil Engineer Center (AFCEC) who holds the privatized housing contract.

We have partnered with Hunt on HVAC reliability and appliances and have increased the FY25 budget for these two areas.

Q2. (OPR: CES/Hunt Housing and Liberty Housing) I find Xfinity's customer service to be extremely poor and their prices are not necessarily competitive. Is there any possibility that other internet service providers might be granted access to the base?

A2. That is a complex problem, as we do not have much influence over it. We will partner with Hunt, Liberty and our CE and Comm squadrons. Based on this feedback, it would be best for us to do a short survey to understand the problem set. Also, internet service is based on what is regionally available outside the fence and would determine what other internet services are available.

Q3. (OPR: CES) When will the lights on the northside of Westover be fixed? When will the lights for the walking path behind the houses in Westover be fixed?

A3. As of 27 November 2024, the street lights on North Westover have been fixed. Additionally, we are looking to get ahead of our future electrical requirements. We have a project submitted within the Air Force enterprise (estimated at \$10 million) to replace electrical infrastructure, and this is postured for FY26. Due to the size of the effort, the enterprise will need to approve funding and may target a date later. In the meantime, the installation is working to address concerns when possible.

Q4. (OPR: FSS) Is the new youth center playground only open to the youth center or all residents?

A4. Unfortunately, that playground will only be open to those children who use the Youth Center and will only be operational during Youth Center hours.

Q5. (OPR: SFS) Is there any way to prioritize bike gate safety and appreciable distance? Also, can the Firth Sterling pedestrian gate be repaired so it actually works?

A5. Safety and security are always our top concern. We identified a reliable contractor for the pedestrian gates and completely replaced all the electronic components, to include the keypads, which brought Firth Sterling Gate pedestrian gates back online. We are also finalizing a blanket purchase agreement with that contractor so that we can rapidly make repairs in the future. We do continue to experience intermittent card reader issues in terms of their ability to remain connected to the external, DoD-level system that validates access credentials, and we have regularly engaged with that agency to replace the equipment that performs that function and expect it to be resolved in the new year.

Additionally, D.C. will begin construction in 2025 on an extension to the Capitol Bike Trail that will all riders to safely access both Arnold and South Gate as well. As a reminder, when the pedestrian or bike gates are inoperable, you are able to call the Base Defense Operations Center at 202-767-5000/5001, and we'll send out a patrol to let you in.

Q6. (OPR: PA) Can bike gate closures be communicated via AF Connect App? Other closures posted on the app have been helpful.

A6. We will try to be more consistent, but the intent is to do just that. Depending on the message, we try to communicate information through the Air Force Connect App (you must enable push notifications for JBAB) and social media, and then official emails to the workforce are also sometimes included if appropriate.

Q7. (OPR: CES) Are we able to add a small fence along the Potomac walkway so children and small objects do not go into the river?

A7. We are happy to look at where fixes are needed. However, we must balance this requirement with DC Zoning laws and available resources. We need to make sure we are taking care of kids and keeping a close eye on them based off our community guidelines to ensure everyone is safe.

Q8. (OPR: Hunt Housing and Liberty Housing) What is being done to hold pet owners accountable for not having their pets on leashes?

A8. If there is a banned dog in resident housing, then Hunt or Liberty should be informed. For unleashed dogs, Security Forces would be the best way to enforce the rules on base in the future. If there is a repeated offender, or a specific area, we recommend calling Base Defense Operation Center (BDOC). Since the Town Hall, Public Affairs has pushed out messaging via social media and has uploaded the JBAB Pet Policy here:

<https://www.jbab.jb.mil/Units-Agencies/Mission-Partners/Military-Family-Housing/>.

Q9. **(OPR: CES)** Have air samples been tested recently to ensure we are not breathing harmful chemicals from the water treatment plant?

A9. The Blue Plains Wastewater Treatment Plant does not perform any incineration as a part of their treatment. The smell is caused by the sewage, not by burning or chemicals. The wastewater treatment plan is regulated by the District Department of Energy and Environment and is subject to the District's air regulations. More information on the wastewater treatment process can be found in their brochure here:

<https://www.dwater.com/about-dc-water/what-we-do/wastewater-treatment/wastewater-treatment-process>

Q10. **(OPR: CES)** Can we get a crosswalk from the soccer fields going to the Commissary/BX parking lot?

A10. From a safety perspective, we have sidewalks at the DIA intersection, as well as the other side of the soccer field and track. Also, there is a bridge that goes underneath. We would prefer the community to use those options. However, we will bring this concern to the Traffic Safety Coordination Group, which meets quarterly.

Q11. **(OPR: CES)** Is there any update on all the parking markings and when that is going to be completed?

A11. This is a priority. We are putting funds toward it and have awarded projects this year. We do not have specific timelines for those, but with temperature changes, we cannot paint in colder weather, so we are looking at springtime.

Q12. **(OPR: FSS/Hunt Housing and Liberty Housing)** Are there any plans for a frisbee golf course to be put along the river walkway?

A12. One has been installed behind Doolittle. For now, that will be the best solution, as our community has various other amenities such as pickleball and fitness equipment along the running path.

Q13. **(OPR: CES)** Is there a plan to make the lights near Learn DC brighter, to include the sidewalk areas? They are quite dim.

A13. We understand your concerns and will look to see if there are quick improvements we can do, as this poses a safety issue. If quick improvements cannot be made, we will put it on our priority list.

Q14. **(OPR: CES)** Can we put school zone markings that are flashing to warn travelers that there is a school zone?

A14. We will add this concern to our Traffic Safety Coordination Group that meets on a quarterly basis.

Q15. **(OPR: CES)** Does CE have a plan to fix the heating and cooling system in Building 20 anytime soon? This is now the second winter that I have worked there, and it is quite chilly.

A15. We were able to allocate money towards that project to completely replace HVAC, including venting rebalancing. HVAC is one of the biggest challenges on our installation, but we are working hard to make changes and see improvement over time.

Q16. **(OPR: FSS)** Can we get clarification on what age groups are allowed to be at the park with limited supervision when parents are not around?

A16. We have community guidelines for child supervision, which have been uploaded to the base website at <https://www.jbab.jb.mil/Units-Agencies/Mission-Partners/Military-Family-Housing/>.

Q17. **(OPR: Hunt)** Can we reinstall the twisty slide at the new Hickam Playground by the housing office?

A17. There is a twisty slide located in Hickam Village on the Northwest side of the housing community. Additionally, there is a twisty slide located at Learn DC. There is no twisty slide located next to the housing office, but there is a playground with two other slides in this area.

Q18. **(OPR: Hunt/Liberty)** At what age can kids stay home unsupervised by themselves?

A18. The full community guidelines regarding child supervision can be found at <https://www.jbab.jb.mil/Units-Agencies/Mission-Partners/Military-Family-Housing/>.

Q19. **(OPR: Family Advocacy/MDS, SFS)** As a mandatory reporter, who do we report unsupervised, roaming children around the base to?

A19. The initial report of unsupervised children should be reported to the Base Defense Operations Center, which can be reached at 202-767-5000/5001. Once Security Forces has responded and the child is safe, SFS will contact the Family Advocacy Program (FAP). FAP will then disposition the information provided and determine if a case needs to be opened. If a case is opened, FAP will contact the DC Child and Family Services Agency (CFSA) to make a report. FAP will follow-up with the family and provide proper interventions as needed.

Q20. **(OPR: SFS)** Have we figured out where the stray bullets are coming from at Liberty Resident Housing?

A20. They are coming from off the installation, specifically from the neighborhoods across the highway. The rounds we have encountered are small caliber and, given the distance that they are traveling to get to the base, have very little energy when they are landing on the installation. The Metro Police Department has a tool called Shot Spotter where they use acoustic detection capabilities to triangulate where the shots originate and responds accordingly. To be very clear, the installation is not being targeted and there is no elevated risk to residents.

Q21. **(OPR: FSS)** Who can I talk to about improving the community of spouses on base, specifically events and gatherings from moms and other spouses?

A21. Our MFRC, Military Family Readiness Center, will be the best place. They are our keep of information for the community, and they have everything for events and opportunities. They can be reached at 202-284-4473, or you can visit them at 118 Brookley Ave (Bldg. 13), Monday-Friday, 8 a.m. to 4 p.m. (closed holidays and Family Days). We also recommend joining the unofficial Facebook group, "JBAB Community," at <https://www.facebook.com/groups/1751732285055132>. It's a highly active group comprising families, spouses, employees, etc., from around JBAB.

Q22. **(OPR: FSS)** Are there any plans for the Library to potentially add on or expand aside from movie Fridays?

A22. We are open to ideas. We are always looking at our populaces to make improvements. Another communication avenue is ICE comments. It is a great tool to provide feedback, both positive and constructive, while remaining anonymous. ICE comments can be submitted here: https://ice.disa.mil/index.cfm?fa=site&site_id=251.

Q23. **(OPR: SFS)** Is there a way we can add speed bumps to Eglin Drive for commuters that are speeding?

A23. While speed bumps themselves are under the purview of privatized housing, we will take this concern to our Traffic Safety Coordination Group. The 11th SFS commander has already ordered increased speed enforcement in that area during peak departure traffic times to curtail the behavior. Additional areas of concern can be reported to Security Forces via ICE comments at https://ice.disa.mil/index.cfm?fa=site&site_id=251. Please do not contact the Base Defense Operations Center to report speeding.

Q24. **(OPR: FSS)** How can military spouses find out more about Goose University available courses or classes?

A24. Goose University classes can be found at <https://m.signupgenius.com/#!/signUps/findSignUpResults>, and they're open to all with base access.

Q25. **(OPR: CES/Liberty Housing)** Are we going to address the house fire that happened in Liberty Housing due to faulty wiring?

A25. This wasn't a question we got to during our Town Hall. We request the POC reach out to CES via ICE comments at https://ice.disa.mil/index.cfm?fa=site&site_id=251 so we can talk with you further.