



**West Point
Community Action Council Minutes**

21 June 2010
Jewish Chapel

Opening Remarks

Welcome by
COL Bruno

Announcements and Old Business

Garrison Headquarters – COL Bruno/CSM McNeirney:

GC & CSM farewell Heather Sapp, Mayor, New Brick and presented her with a Garrison coin for all her support and efforts to the West Point Community

GC provided highlights and updates on events and happenings around West Point:

High School Graduation - 24 Jun @ Robinson Auditorium.

Stony Area Focus Meeting, 29 Jun, 1800, Buffalo Soldier Pavilion for all residents of new Stony 1 and residents of Stony II. Focus will be on Safety and Blasting! When the last residents vacate old Stony 1, the remaining buildings will be demolished in preparation for the construction of new homes. Last homes will be up by November 2011.

Major Projects on the horizon for the West Point Middle School and Keller Hospital. Over the next year we will break ground on renovation of the Middle School. There should be no disruption to school enrollment; however there will be some safety concerns to watch for. No homes will be impacted due to this renovation. Additionally, there is a \$30M project to add on to Keller Hospital which will expand services and is good news for the community. Parking will continue to be a challenge.

BRAC – The new Motor Pool, which is now off Route 293, is open for business. Focus is now 100% dedication to building the USMAPS Campus with dining facility, athletic field, and barracks. By early spring 2012, the facility will be complete. R-Day next year for the Prep School will be at West Point.

Recreational swimming areas are now open.

New Child Development Center (Lee) will be open 1 August 2010.

Independence Day Concert with Fireworks will be 3 July 2010 at Trophy Point. There will be another concert for Labor Day.

Strong Bond Retreats – recently completed a retreat for Married Soldiers @ Great Wolf Lodge in PA, another is pending in July, and one for our Single Soldiers in August.

Community Fair is 5 August with about 100 different agencies in attendance at IKE Hall.

Military Appreciation Day is 12 August 2010 for all Soldiers and their Families.

CSM announced this will be COL Bruno's last CAC Meeting. His farewell luncheon is 1 July 2010, 1145 @ 49ER Lodge (call WP Club, X-5120 for tickets). The Change of Command Ceremony is 9 July @ 0900, Trophy Point Amphitheater area, and the Retirement Ceremony is 9 July @ 1400, Crest Hall. All are invited to attend.

Announcements by Activities

Customer Service Officer (CSO): Ms Dawn Labay:

- New CSO was introduced – Ms Dawn Labay, she explained the ICE Program is doing well and will have new information regarding the status for next quarter at the next CAC Meeting in August.

Directorate of Emergency Services (DES) – MAJ D. Stanton:

-Big events with transition from Contract Security Guards to Department of the Army Security Guards. First Academy for training will be held 15 July 2010 and the 2d, 13 August 2010 to be completed by start of football season.

-Trying to mitigate speeding on the installation as much as possible by placing speed bumps in the housing areas, emplacing electronic speed signs around the installation, and conducting traffic control points in high traffic, high visibility areas. Report violation of speeding to MPs by collecting license #s or to supervisors if contractor vehicles.

See attached Info Paper for more details

Commissary (DECA) – Ms Carol Robertin, Cmsy Rep:

- In observance of Independence Day, the West Point Commissary will be closed on July 4th. Regular hours will resume on Tuesday July 6th at 0830.

- Commissary Case Lot Sale will be September 2, 3 and 4th.

Directorate of Family Morale Welfare and Recreation (FMWR) – Mr. Tony Brown (Director):

-Lee Area CDC is almost complete; another six week process to hire staff and emplace furniture. CDC will help with hourly care. Grand Opening is 11 August 2010.

- Stony Area CDC will be going through accreditation visit any day now. They have given the three week notice.

- ACS Accreditation will ongoing all week.

- Highland Falls/Montgomery School District has faced budget shortcuts – State Aid being withheld, which goes back to the New York State Budget. There was a school board meeting on the 16th of June. The school adopted a School Contingency Budget (\$24 million). Budget did not pass. Some possible impact will be no Pre-K program; no Elementary School, and modified sports/varsity sports. No impact to AP Programs. Continue w/State Leg to restore State Aid. Pointer View article pending.

- Community Fair for Newcomers, 5 August in Eisenhower Hall.

- DFMWR working on Military Appreciation Day, 12 August @ Lake Frederick.

- RV Parking – currently no permanent solution. For short term options, looking at the Visitors Center Parking lot (adjacent to 5 Star Inn) and current location on the service road off Stony Lonesome-will formalize areas with signs. Also, looking at long term option such as Morgan Farms.

See attached FMWR Info Paper for more details

AAFES GM- Mr. Dennis Patton:

- Encouraging the use of Military Star Card and advising to apply for Military Star Card if currently you don't have one. It brings \$\$ back to the community.

- If there's an issue or something doesn't make sense within the Post Exchange bring it to management level to fix.

- Mr. Dennis Patton, GM will be moving to North Carolina. New incoming GM is Jonathan Bright.

Directorate of Public Works (DPW) - Ms. Martha Hinote (Opns/Cust Rel):

See attached DPW Info Sheet

MS4 Manager (DPW) - Rahul Verma

See attached info paper for more details

Keller Army Community Hospital – LTC Bell/Linda DiSalvo (Patient Rep):

See attached Info Paper

VET Clinic – Clinic Rep:

- The VET Clinic now has an officer assigned; however, she is currently attending OBC. She will be on board in September. The VET Clinic dates are 8, 14, & 28 July and 6, 11, 20 & 25 August, only vaccines and routine appointments. Must call for appt @ 938-3817 and leave message if no response. More to follow in the Point of View and on Command Channel.

Residential Community Initiatives (RCI) – Mr. Mike Colacicco:

- Housing Draw resulted in 21 Senior Officers participating, 6 houses available, 6 officers obtained officer housing, and 2 officers were intra-post transfers.
- Housing Draw resulted in 106 Field Grade Officers participating, 74 houses were available, 74 officers obtained housing, and 2 of the officers were intra-post transfers.
- Housing Draw resulted in 22 Company Grade Officers participating, 22 houses were available, and 20 officers selected on-post housing.
 - 40 new Stony Lonesome houses have been accepted to date. An additional 30 will be completed before the end of August. The remaining 88 will be delivered in 2011.
 - 43 homes have been renovated. 12 homes are under renovation and scheduled to be completed by the end of November 2010. 14 houses will start renovation before October.

Balfour Beatty Communities (BBC) – Mr. Randy Tucker:

- Establishing systematic communication with the Mayors in order to have neighborhood meetings to take place throughout the summer.
- Safety: Make sure to open upper floor windows for ventilation and check on CO Detectors.
- Please call if any problems with pest/wild animals.
- Current street light problems – will continue to work this issue for resolution. Goal is to replace all light.
- Pet Waste Stations: We have placed one on Merritt Rd and have two in reserve.
- Blasting will resume when all of the older Stony 1 buildings have been demolished.
- National Night Out on 3 August, 1600-1900 hrs. The focus will be on neighborhood safety and awareness. All are encouraged to participate.
- Repairing wall outside the Building 40 which has a lot of erosion.
- The noisy units at Stony II – plan to redo all this summer.
- RCI Survey is out- please participate and encourage others to do so as well.
- Composite Site – have not come up with a new site. Ideal area would be next to Garden Plot.

Directorate of Plans Training Mobilization & Security (DPTMS) – Mr. Joe Colombo:

- Emergency Preparedness – want to encourage awareness and get the word out. We had Grover from Sesame Street visit the kids at the CDC and West Point School to talk about emergency preparedness.
- Ready Raccoon will be at the upcoming Community Fair.
- 25 September – 4th Annual Emergency Preparedness Fair

Chaplain – Chap Edison:

- 21-25 June, Vacation Bible School, West Point Elementary School, 0900-1200 hrs.
- Strong Bonds Retreats, 29-31 July and 17-19 September. Call 938-3316.

**The next Community Action Council Meeting will be
23 August 2010, 0930, Jewish Chapel**

Issues/Questions/Suggestions/Concerns

1. I've been asked to bring the RV storage issue up to the CAC for review. There is still a lot of unhappiness over this. Do you have any updates? **(FMWR/GCHQs)**

Response from FMWR: FMWR is working up a proposal to establish a site near Morgan Farm. We will be at least a year out before any work can begin as FMWR will be staffing and seeking proper approvals for suggested permanent site. Once established this will be a secure area for which customers will be required to pay a reasonable fee for RV storage.

2. There is a possible safety issue for the school: The lack of a hand rail alongside the paved walkway between the WP Middle School playground and the space between the Middle School and the new gym. Children and adults slip and in some cases fall when it is icy, snowy and even just rainy. **(WPS)**

Response from WPMS Principal: There has not been any report to either school office of people falling down on that walkway. It is a priority one snow clearance area as it is used by a wheelchair-bound student, so it is kept clear to the asphalt during school hours. The concern about putting up a handrail is that the hill next to the walkway is used by kids on sleds during the winter. A railing might create a wintertime hazard if kids crash into it on a sled. We will ask the safety office to come by and provide guidance. The reality of the situation is that there will not be a walkway there much longer since the middle school addition will cut off that path to Lee Road housing residents.

Safety Response: Given the pending construction of the Middle School addition between the middle school (building 705) and the gymnasium (building 705C), recommend the walkway/service road between the playground and gymnasium be kept clear (i.e. shoveled, salted and sanded) during the winter to prevent slips or falls. The walkway is located on a very steep hill, however the Safety Office have not received any complaints nor are we aware of any slips, trips or falls on this walkway (i.e. we have received no DA Form 285s for employee accidents). As well, I don't believe the school has been made aware of any falls on this walkway. At this time, we do not recommend installing a railing for several reasons. DPW has done a good job keeping the area clear during this past winter and there were no reported accidents. Second, the existing walkway/service road serves as a roadway for DPW vehicles; installing a railing close to the roadway would pose a driving hazard for vehicles traveling that road. Third, the existing walkway/service road will be overlaid by the soon-to-be constructed middle school addition.

3. Speeding in housing areas ... this is one of those recurring issues. It's not just residents; but delivery trucks, "lost" individuals, a few who just are "touring" around as well as the residents themselves who are often the biggest offenders. I know that speed bumps everywhere are not the answer and that the MPs can't be everywhere ... have there been any discussions of possible other options to encourage individuals to follow the speed limits?

(DES) See attached Info Paper

4. I've had a couple of "who to call issues" repairs for communal areas which have caused confusion within BBC as well as for the residents. Is there a guide that says where the landlord's boundaries are? **(BBC)**

Response from BBC: If you see an item requiring attention near a neighborhood, please call BBC. We'll find out if it's a BBC or DPW responsibility.

5. On the service road behind Thayer Street there is a piece of utility equipment that rests on the ground with a huge hole next to it. There is a construction horse over it – this has been like this for about a year. Is this part of your area of responsibility or DPW? If it is a BBC repair, can you give me the current status? **(BBC/DPW)**

Response from BBC: We've checked the utility service area, filled a small erosion area around the access cover, and removed the saw horse.

6. Problem with people walking their dogs and not picking up the waste, especially along Merritt Road. What can be done? **(BBC)**

Response by BBC: We'll install a pet waste station on Merritt Road next week.

7. Need Updates on the following:

a. Compost site ... this was mentioned a couple of months ago **(BBC)**.

Response: Composite Site – have not come up with a new site. Ideal area would be next to Garden Plot.

b. Updates on a possible dog park. **(FMWR)**

Response from FMWR: FMWR continues to look at possible sites but there is not any determination of a location at this point.

8. Streetlights in the housing areas **(BBC)**

Response: Plan is to continue working on the street lights and goal is to replace them all.

9. AAFES Gas pumps concern:

The billing/pumping software was upgraded on the gas pumps to require that the zip codes be entered as security verification that it was the owner using the credit or debit card to purchase gas. Around graduation this feature/requirement stopped functioning. Since this is a software enhancement designed to help protect from credit/debit card theft and abuse, why was it discontinued? Will it be reinstated? **(AAFES)**

Response by AAFES GM: There was an issue that was causing many customers with out of State zip codes, the inability to make use of their credit cards at the pump. It was a wide spread issue and was cause for AAFES to shut the feature off until a fix has made.

10. A Parent with an issue and a recommended solution for the hourly care program at the CDC. **(FMWR)**

Issue:

Hourly-care reservation system is open in weekly blocks. The weekly block comes open 4 weeks before the beginning of the week for which reservations can be made.

- a. There is very heavy phone traffic and long phone wait before calls are answered.
- b. Simultaneously parents are line up outside the CDC starting at 7 on Mondays to obtain reservations because the ability to get through telephonically is so difficult.
- c. Those who go physically to the CDC have priority over those customers telephoning in for a reservation.

The only limitation on the customers is that the total amount of hourly care per child cannot exceed 24 hours in a week. Customers who physically go in and book 4 weeks out for a full 24 hrs per end up monopolizing the system -- each week it is basically the same set of customers who obtain the hourly care reservations.

BLUF: This customer (and probably others) is often unable to attain hourly child care due some of the customers exploiting the current business rules for obtaining the reservations. There are "recurring" customers that arrive at the CDC by 0700 and automatically book the maximum allowable child care hours for the open week. This quickly fills up the available hourly slots -- this happens most weeks and it appears to be the same set of customers. This precludes the customer who needs occasional/periodic child care-not when there are appointments where taking a child would not be appropriate (e.g., the dentist/doctor/eye doc/interviews) from obtaining hourly slots.

Suggestion:

This individual came from Ft Hood. The business rule at Ft. Hood did have a 4-week out reservation policy, but the customer could not reserve 24 hours at one time. The customer could only make reservations for one specific day. The restriction on total number of hours in a week was still maintained; just not the ability to make one call and/or visit at the CDC and reserve 24 hours for the full week at one time.

Example:

On 7 Jun reservations could be made for 7 Jul On 8 Jun reservations could be made for 8 Jul

A revised business rule which did not encourage customers to use hourly care as a solution to permanent child care needs and allowed a more equal chance for all customers to obtain the hourly child care slots is desired.

Response from FMWR –

Mr. Hulst, Chief, Child, Youth, & School Services Division (CYSS), FMWR reviewed the comments on hourly care with the CDC leadership.

There is validity in the customer concern concerning business rules. In checking the books I verified that about 70% of slots in the morning peak times are used by regular customers who have part time jobs and rely on the CDC to meet their childcare needs. However the real problem is that the CDC currently does not have the capacity to meet the hourly care needs of both the regular and intermittent patron. There are two changes occurring in the next 45 days which will change capacity and enrollment procedures. Our new CDC will open on 1 August. A classroom is designate for hourly care and will support care for 17 additional children. This is a 50% increase from current capacity. On-Line reservation for full day care hourly care will be implemented between the period 15 July-1 August. On-Line service has been tested and is functional for our full day care patrons. CYSS is confident it can also support hourly care reservations. The new CDC and online reservation procedures will allow for added capacity and a reduction in phone call issues and on site reservation lines both of which the CDC fully understands are frustrating to the customer. I fully expect these changes will address current customer hourly care concerns. A letter will be sent to all patrons in early July notifying them of the changes in hourly care reservations and the additional services in the new CDC.