

CSWC

MEMORANDUM FOR RECORD

SUBJECT: Community Leader Information Forum (CLIF), 4 November 2015

1. Meeting Attendance:

<u>Membership</u>	<u>Present/Represented</u>
Deputy Commandant, USAWC	COL Dave Funk (for the CMDT)
Senior Spouse Advisor	Mrs. Debbie Rapp
Senior Spouse Advisor	Mrs. Nellie Funk
USAWC CSM	CSM Christopher Martinez
Senior Spouse Advisor	Mrs. Janet Martinez
Chief of Staff, USAWC	COL Robert Balcavage
Senior Spouse Advisor	Mrs. Kim Balcavage
Provost, USAWC	COL Tom Sheperd (for the Provost)
Chair, SLDR, USAWC	COL Matt Shatzkin
Dir., USAHEC	COL Peter Crean
Dean, SSL	Dr. Richard Lacquement
CSLD Representative	Mrs. Lisa White
PKSOI Representative	Mrs. Margo Rowe
MFP/SLDR, USAWC	Lisa Riley
G3	COL Brian Cook
Commander, DAHC	LTC Mike Belenky
Deputy Commander, USAG	Ms. Elaine Leist (for the CDR)
Senior Spouse Representative	Mrs. Julie Maldonado
Class President's Spouse	Mrs. Cris Hernandez
Seminar Spouse Representatives	Seminars 1-24
Blue Star Seminar Representatives	Carmen Segalla

2. Opening Remarks: Meeting commenced at 1100. COL Dave Funk, Deputy Commandant, United States Army War College, welcomed all attendees. COL Funk then began review of the 3x5 card comments from the October CLIF meeting.

3. 3x5 Card Feedback from the October CLIF (see attached slides)

- a. **QUESTION/COMMENT:** *"There are two adjacent street lamps out of order on Pershing Road for 2 months (they have been reported to Housing Department and Balfour Beatty). One of the lights illuminates a stop sign. We also have children on this street, so this is a serious safety concern.*

- **RESPONSE FROM USAG:** "Street lamps on Pershing Road have been addressed and repaired. Garrison is conducting a lighting survey to identify and correct any non-functioning street lights. All street lights regardless of location are a

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DPW responsibility. Please call any future street light repairs into the DPW service order section at 245-4019.” Mrs. Leist (USAG) added that the work was completed yesterday (3 Nov.)

Additionally, Mrs. Leist noted that the work on the railroad track on Claremont Road had been completed 2 days early and the road was now open. The work on the tracks at the golf course entrance is on track to be completed by the deadline.

b. **QUESTION/COMMENT:** *“First Choice Magazine – great resource!! Two suggestions: i) Post and/or distribute the week prior to the month and ii) Add a simple pull-out calendar that has the events together in a handy pull-out (could put on the refrigerator etc.).”*

- **RESPONSE FROM USAG:** “We do our best to get the magazine out as soon as possible prior to beginning of each month. Sometimes vendors’ ads and final article edits effect publication timing. Funding availability limits our ability to include a removable calendar. However, the [Community Calendar](#) is on-line, available to print and a link to the same calendar appears in [“The Banner”](#) as well.” Mrs. Leist added that the current vendor for First Choice does not have the capability to insert a pull out calendar in their publication. The vendor does its best to get the magazine out prior to the month but occasionally printer workload or submission delays can cause it to come out later.

c. **QUESTION/COMMENT:** *“What are the odds of getting a “gate” at the Meadows entrance? The Meadows falls under “post” housing and all the same rules and regs but without the same protection.”*

- **RESPONSE FROM BBC/RCI:** “We are currently not budgeted to provide gate or lift-arm access at The Meadows. However, we mitigate the threats to the area by patrolling The Meadows at random times every hour.” Mrs. Leist (USAG) added that this is not a new question and they always look into it seriously. In times of elevated force protection concerns there are increased patrols to cover the Meadows housing area.

d. **QUESTION/COMMENT:** *“I run on the golf club trail 2-4 days per week. I see many Carlisle Barracks residents and residents from the Borough on this trail. Would it be possible, as a community service, to install a water station – similar to the ones on the golf course? It would only be needed during the hottest part of the year – Possibly May 1 through Oct 1.”*

- **RESPONSE FROM USAG:** “We do not have plans to install separate water stations along the golf club trail. However, during the hottest times of the year, there are water stations available at a few tee-boxes accessible to those on the trail. The locations are at the 3rd Green (north side), 7th tee box (north side), 13th tee box (southwest side), and 17th tee box (south side). Mrs. Leist added that although extensive renovation is planned, additional water stations were not included. Also, the water supplies noted above are shut off for the winter beginning 1 November but during summer and spring months there is continual water available.

e. **QUESTION/COMMENT:** *“How are utility bills determined? Is it average of the entire neighborhood or of each individual house? Are the number of family members within each household taken into account? Why does my BAH not cover utilities? If I don’t have an average bill on my statement, why am I paying a \$3 admin fee for housing to mail me a statement? Why can’t it be done online?”*

• **RESPONSE FROM BBC/RCI:** “Carlisle Barracks is contracted with YES Energy for the Live Army Green Program. Bills are based on a baseline average of “like” units. Statements indicate either a credit or charge based on actual usage compared against the average and include a \$3 non-waiverable administrative fee. This fee was implemented Army-wide during the transition to privatized housing. All residents can access and pay their accounts on-line to monitor usage. Information can be found in resident leasing packets or at www.carlislebarrackshomes.com under resident resources for more information.” Teresa Steele from BBC added that this billing policy is geared towards conservation and was put into place as Army Policy in 2011. All bills are determined by “like homes”; residences with similar design and floor space are rated to determine the base utilization. The top and bottom 10%, along with empty homes, are eliminated from calculating the baseline average. The \$3 administrative fee covers the cost of billing statements, online access and meter maintenance. All residents can access their account with a code provided at lease signing. Residents who do not know their code can contact the leasing office to retrieve it.

A seminar spouse representative asked about energy audits. Mrs. Steele explained that RCI also offers free energy audits to residents. These audits help to identify sources of extra energy consumption, such as cable boxes and wall chargers, for the overall purpose of energy reduction and conservation.

f. **QUESTION/COMMENT:** Can we get the fences in the Meadows fixed? The white one by the golf course is missing pieces. The wrought iron one is bent and there are places you can literally climb under it.

• **RESPONSE FROM BBC/RCI:** “Balfour Beatty Communities (BBC) maintenance team has replaced all missing white panels and has ordered additional materials to continue repair of damaged fencing. Current inspection revealed 8-12 wrought iron panels are damaged and BBC is in the process of getting bids for repairs. Residents should continue to report damaged panels, safety concerns or vandalism to BBC.” Mrs. Leist (USAG) noted all missing panels have been replaced, and the remaining available new panels have been used to repair the fence. More panels are expected to arrive in 2-3 weeks. As for the wrought iron fence, the damage is mostly due to lawn mowers. Bids for this repair are being solicited, and estimated completion is 5-6 weeks.

g. **QUESTION/COMMENT:** “Used MP station for the first time to get a pass for visiting family. Quick-awesome service – very professional yet enjoyable experience. Thank you.”

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- **RESPONSE FROM DES:** “Thank you for the comment and you’re welcome. For your information, our current system for issuing visitor badges will continue until the new Visitor Control Center (VCC) is built inside the Barracks Crossing building at the Claremont Gate. Once fully operational, background checks and issued visitor badges will be conducted at the VCC or from the one of the guard booths.” Mrs. Leist added the VCC’s becoming operational around April will streamline post access procedures to a one-stop location. In keeping with the Army-wide Force Protection Program, all visitors who do not possess a DoD ID will process at the VCC.

Several SSRs had questions concerning this change. Mrs. Leist added that sponsors may submit any necessary documentation in advance and are encouraged to do so as early as possible. Once an individual has been entered to the system, they do not have to resubmit. Visitors will be given placards for their vehicles for the duration of their visit. COL Funk asked if the VCC would be operational prior to the April visit to New York City; Mrs. Leist replied it would. Finally, COL Funk asked for a special brief in the future on the VCC and how families can request access prior to their visits.

- h. **QUESTION/COMMENT:** “Please make sure all attendees have all flyers (even in sideline seating)
- **RESPONSE FROM DCOM:** “Thank you for the suggestion. We ask all briefers to submit their flyers in a slide to ensure all information is in the final CLIF minutes.” COL Funk added that those who do bring flyers are encouraged to bring enough for all attendees, and we attempt to provide an electronic version of the flyer or a link in the CLIF minutes.
- i. **QUESTION/COMMENT:** “Could we have ICE cards at CLIF meetings?”
- **RESPONSE FROM USAG:** “ICE is intended to be an online process. Comments can be made at http://ice.disa.mil/index.cfm?fa=site&site_id=416. There is no specific ICE comment associated with the CLIF meeting, however, 3x5 cards are located around the room and can be utilized to address any CLIF related concerns.” Mrs. Leist added that they encourage everyone to place their name on any ICE comments so that the response to their comment or concern can be provided to them.
- j. **QUESTION/COMMENT:** “Will there be another showing of the “Waterloo” movie that was shown during softball? It would seem beneficial to students to not have to miss educational events to play softball – they are here for educational purposes and while softball has its purpose the educational should be first and foremost.
- **RESPONSE FROM DCOM:** “Yes, USAHEC is planning another showing of the Waterloo Film for the spring, (date TBD) as part of the Strategic Art Film Program. A notice will be sent out via e-mail. While we make every effort to avoid conflicts in the USAWC schedule, inevitably there will be times where our complimentary programs

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conflict with curriculum programs.” COL Funk added that while we try to deconflict the USAWC calendars as much as possible everybody is encouraged to make strategic decisions on which events(s) to attend in case of several offerings of interest. While they are able to repeat this showing, not all optional programs will be repeated. He stressed that USAWC students are exposed to more than they can possibly do; this is designed to develop their decision-making skills as strategic leaders.

4. SPECIAL TOPICS:

- Mr. Tom Kelly (DPW) presented an overview of snow removal for Carlisle Barracks. Last year the installation was plowed 16 times. Please see Slide 16 for details.

Snow removal routes are marked with green stick markers. Please do not move or disturb these as they identify curb lines and utility boxes. One SSR noted that these markers are made from fiberglass and cautioned families to safeguard their children accordingly.

The new AtHoc system will provide real-time text, email or phone call notification of emergencies or delays. Mrs. Kerr (PAO) added that the Facebook page is [facebook.com/usawc](https://www.facebook.com/usawc). When CBKS announces a post delay it is primarily a matter of personal safety but also to allow the DPW team adequate time to clear the roads and parking lots. Please honor the delay time to allow snow removal to take place unencumbered. COL Funk added that delays are intended to ensure safe movement and to enable snow clearing operations. He COL added that often, but not always, delays will coincide with the local school district.

DPW will remove snow from the streets (curb to curb), sidewalks, and the sidewalk from Meadows to the gate. Mr. Kelly asked residents to remove basketball hoops from streets before they freeze in place, to avoid potential damage during street clearing operations. DPW will not remove snow from individual driveways or personal sidewalks from the house to the drive, and encouraged residents to wait to clear individual driveways until after streets have been cleared. DPW will provide ice melt in barrels located throughout the housing area.

Special emphasis was placed on maintaining clear sidewalks and streets for snow removal and safety, as well as staying away from snow piles which run the risk of collapse. Teresa Steele (BBC) mentioned that Marshall Ridge, Heritage Heights and the soccer fields in The Meadows are where snow gets piled. She offered snow removal assistance to members of the Blue Star Seminar.

- Mr. Davis Aquino (Exec Services) presented the sequence of events for the Commandant's Holiday Reception. Times are posted on Slide 17. Individual invitations will be distributed by name to all seminar members. Those who receive invitations will attend during their respective time; those who do not will attend from 1100-1230 in duty or holiday attire. All students/spouses and staff who are not on duty and receive an invitation are to come in nice holiday casual attire (no ugly holiday sweaters). Mr. Aquino added that while the holiday reception will be running all day, each time period will enjoy a fresh reception.

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- COL Funk spoke regarding the annual Senior Citizens' Holiday Social. This voluntary activity has taken place for the past sixty years. It is, perhaps to some care facility residents, the event of the year. COL Funk thanked Rob Howe (Seminar 19) for coordinating this year's visits. These decentralized visits by seminar are family events; students, spouses and children are encouraged to participate. Students, particularly Marines, are encouraged to wear their uniforms. Each respective facility may have different restrictions, so each seminar should coordinate any plans directly with the facility they are visiting. An SSR added that she will check with the Carlisle High School Culinary Arts Program to see if they would bake cookies as they did last year. Of note, while Seminar 25 is listed on Slide 19, this does not represent the Blue Star Seminar, which will be involved in different events. COL Funk closed the discussion by proposing that everyone, students and senior citizens alike, may benefit from these events.

5. COL Brian Cook (G3) presented the USAWC event calendar from November 2015 through February 2016. COL Cook reminded attendees that holiday recess begins at 1300 on the days indicated and that students should not make any plans to depart before that time. Other highlights included "Know Your World" on 4 Nov, Marine Corps Birthday, the 100th anniversary of "Flanders Field" at AHEC on 10 November and the Denim to Diamonds auction. All calendar of events can be accessed from the [USAWC community calendar](#).

6. Mr. Jeff Hanks, (ACS), discussed "Hiring Our Heroes" on November 16 from 1700-1900. This event will offer a networking opportunity with national companies, resume review, professional photos, and refreshments. This is for anyone in the CBKS community and will be a great resource to take with you when you move. Please see slide 31 for more information.

7. COL Crean (AHEC) presented a slide of upcoming events for AHEC (Slide 32). AHEC received the Best in the Valley Award and will receive free advertising as well as a \$2500 grant to publicize Army Heritage Days.

8. LTC Mike Belenky, DAHC Commander, noted their operating hours and changes to pharmacy procedure. Please see Slide 33. Average pharmacy wait times are down to about 15 minutes. Flu Shots are still available at the Clinic and are free to everyone, including International Fellows and their families. Cris Hernandez pointed out that flu shots are required for continued participation in CDC events and activities.

9. COL Balcavage, Chief of Staff, announced that Bliss Hall will be closed after Thanksgiving until the first of the year due to extensive lighting renovations. The Bliss Hall foyer will also be closed, so students will need to consider alternate locations for promotions. On a personal note, he mentioned that Café 101 has great baked blueberry oatmeal and the Boiling Springs tree lighting on Children's Lake, on the first Sunday in December, is a worthy event to attend.

10. Mary Britton, CBSC Board Member, announced that less than 30 tickets were still available for the annual Denim to Diamonds Auction. These tickets can be purchased from any

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Board member. Nellie Funk said that a daytime preview of the auction will occur at LVCC on 13 NOV for those who may desire bidding on items but cannot attend the actual event.

11. Ms. Lisa Riley (MFP) presented two upcoming events. FLAGS interview sessions on 10 & 12 November and "Spark Your Inner Fire" on 30 November. Please see slides 34 and 35.

12. Ms. Leist (USAG) announced Claremont Road is now open. Post Road is still under construction.

13. CSM Martinez thanked the community for a great Halloween parade and evening. He enjoyed the event and encouraged everyone to attend Know Your World.

14. COL Funk closed the meeting. The next CLIF Meeting is 2 Dec 2015 at LVCC.