

## **GROUP 1 – ENTITLEMENTS**

**ISSUE 1:** Unwanted effects of second-hand cigarette, cigar and pipe smoke.

**SCOPE:** A systemic problem on WSMR of unwanted effects of second-hand smoke caused by employees smoking near open windows, intake area of air conditioning systems, and entrance ways to buildings at the work site. In addition, current regulatory guidance reference smoking to include Army Regulation and Commander's Guidance is not adequately enforced.

**RECOMMENDATIONS:**

1. Revise and enforce Commander's Guidance CG-22-00 to include restrictions on smoking within 50 feet of all occupied buildings.
2. Post signs stating prohibition of smoking within 50 feet of any occupied building, and identify the location of the designated smoking areas.
3. Include enforcement of the smoking policies as a performance objective in all supervisory positions and building coordinators on WSMR.

**STATUS:** Resolved

1. Commanders' Guidance CG-22-00 on smoking was revised and reissued and includes the restriction of smoking within 50 feet of all occupied buildings.
2. Building custodians should call in a service order for fabrication and installation of signs.
3. Enforcement of the smoking policy is inherent in supervisor performance objectives. General performance objectives for supervisors include the requirement that a supervisor be cognizant and supportive of DOD, DA, Command, and local policies, procedures and regulations.
4. Smoking cessation classes are offered through McAfee Health Clinic for all TRICARE prime patients empanelled to McAfee Health Clinic. The Great American Smoke-Out was observed 21 November 2002 and will be observed annually in November.

**ISSUE 2:** Urgent care options for an aging civilian workforce.

**SCOPE:** Urgent care and medical facilities are not available for an aging workforce in an isolated area such as WSMR.

RECOMMENDATIONS:

1. Provide urgent care options and information.
2. Publish rules and regulations and study isolated site needs.

STATUS: Resolved.

Currently McAfee does provide emergent/urgent care for the workforce at McAfee Treatment Room and EMS service to the range.

**ISSUE 3:** Upward mobility positions at WSMR are not readily available.

SCOPE: As the civilian workforce earns his/her degree, he or she starts looking elsewhere for more opportunity.

RECOMMENDATIONS:

1. Make availability of opportunity more readily recognizable with more notices and awareness programs.
2. Career programs and Resumix system - assure that you are in the system.
3. CPO update classes for Resumix.

STATUS: Resolved.

1. Supervisor refresher training for FY02 included position classification topics that emphasize supervisor/management awareness of position management responsibilities, i.e., reclassifying some of their vacancies for fill at a lower level with potential to the target grade.
2. The CPAC has published Resumix updates and information concerning the new centralized system. The new Army Resume Builder is user friendly and sends confirmation of receipt immediately to the applicant.
3. The civilian personnel advisory center currently assists employees with Resumix. This service was recently advertised via email. Directorates can request training.

**ISSUE 4:** Workforce telecommuting.

SCOPE: Information on whether telecommuting is an option and written guidance is not available.

RECOMMENDATION: Make information on telecommuting options and written

guidance available to the WSMR workforce. (This issue is being worked on already.)

**STATUS:** Resolved.

Employees can receive information on telecommuting from CPAC. Workforce Operations has identified 15 positions suitable for telecommuting. Guidance is expected to be published by higher headquarters.

**ISSUE 5:** Extreme length of return-rights for civilian employees.

**SCOPE:** Civilians hired to take encumbered positions don't know how long they have the job for. Affects job performance and personal planning.

**RECOMMENDATIONS:** Communicate with personnel in encumbered position in more timely manner regarding when someone is to return.

**STATUS:** Resolved.

Employees who are selected to occupy an "obligated position" are required to sign a statement which advises them that the position is obligated and that the incumbent has return rights to the obligated position. The statement indicates what the incumbent's tour of duty is, i.e., 24 months, 36 months, etc. It also indicates potential extensions may occur thus extending the tour of duty. Overseas organization provides advance notification when they request an extension of the employee's tour of duty. The supervisor that owns the "obligated" position is notified that an extension has been requested so that the local employee is apprised of this fact. If the incumbent does not return, the employee occupying the "obligated position" will permanently occupy the position.

**ISSUE 6:** No full-time pediatrician at McAfee.

**SCOPE:** Affects TRICARE enrolled children at WSMR. They can only see a pediatrician on Thursdays. The family practice doctors aren't used to seeing infants. If the physician assistant is there, infants cannot be seen. If children are sick other than Thursdays, their health care is compromised.

**RECOMMENDATIONS:**

1. Have pediatrician available more than one day per week to see children.
2. Have medical personnel available at all times, who is accustomed to treating infants and children.

**STATUS:** Unattainable.

1. McAfee is unable to obtain a pediatrician more than once a week.
2. Family practice (FP) providers are credentialed to see children. Sick children can and have been seen by McAfee's FP, General Medical Officers (GMO), and Physician's Assistants can see children under 2.

**ISSUE 7:** Care at McAfee on compressed Friday weekends.

SCOPE: On compressed Friday weekends, there is rarely a doctor available for emergency care. The RNs on duty state that a doctor is on call but exactly when the doctor will be at the clinic is NOT set. The RNs refuse to see the patient and have recommended taking the patient to either Holloman Air Force Base or William Beaumont Army Medical Center. Holloman refuses to see patients whose Primary Care Giver is at WSMR. Only after much pleading and discussion with the RN on a second visit to McAfee is the patient seen by the exact same RN that refused to see the patient earlier in the day. What are patients to do when there are NO doctors available on condensed Friday weekends for medical care? Going to a doctor downtown without the Primary Care Giver's authorization is a COSTLY endeavor.

**RECOMMENDATIONS:**

1. Establish better plans of action for RNs to follow in order to provide health services for military personnel and families when the doctors are not at McAfee so that patients are NOT refused care on long (condensed) or holiday weekends.
2. Establish emergency plan with Holloman and/or Beaumont for taking care of patients on WSMR's condensed Friday/holiday weekends.

**STATUS:** Resolved.

A registered nurse and doctor or physician's assistant are on duty at all times. Since McAfee is not an emergency room and staffed as such, the clinic is closed during non-duty hours. One of the primary missions of the nurse during clinic closures is to perform both telephonic and walk-in triage. We have an established standardized triage program. If the patient triages as emergent, the doctor or physician's assistant would be called into the clinic. If the patient triages as urgent (does not need to be seen now, but should be seen within 24 hours), then the patient will be given an appointment that day or following day, depending on the time of the call. If a patient disagrees with the nurse's triage, they may request to speak with the doctor on call. If the patient's condition is not urgent, an appropriate Care Authorization to go to Las Cruces cannot be given. If the patient still does not agree with the triage, they have the option to go to WBAMC emergency room which is open and staffed 24 hours every day.

**ISSUE 8:** Defibrillators needed on post.

**SCOPE:** Defibrillators, along with information on their use, are needed. With the workforce in a wide area, this needs to be part of our safety issue.

**RECOMMENDATION:** Offer information, training and defibrillators.

**STATUS:** Active.

1. White Sands Missile Range Automated External Defibrillator (AED) Program Policy Statement has been signed by BG Engel.
2. 51 out of 54 units have been deployed.
3. Training has been completed by 60% of targeted responders.
4. Certification by the State of New Mexico is anticipated NLT Spring 03.

## **GROUP 2 – FORCE SUPPORT**

**ISSUE 1:** Poorly planned sidewalks at WSMR.

**SCOPE:** There are poorly planned sidewalks on WSMR. Many sidewalks that are left over from old structures that have long since disappeared and the sidewalks themselves are disintegrating.

**RECOMMENDATIONS:**

1. Perhaps a pedestrian traffic analysis should be conducted and new sidewalks installed.
2. Careful planning may also suggest new routes that will improve and encourage pedestrian use.
3. Also, a controlled bike and walking trail into safe desert areas would boost morale.

**STATUS:** Active.

1. IS will conduct a survey of ADA requirements for sidewalks and put in work orders.
2. The installation also provides several walking, hiking, and biking areas. The post recently completed renovations to the running track in front of the school and walking trail next to Volunteer Park. There is also a marked trail into the desert near Bell Gym. We also blocked roads in the first housing demo area to provide a safe place for kids to ride bikes and skateboard with no traffic.

**ISSUE 2: Sales at Commissary.**

SCOPE: All WSMR eligible shoppers. Starts at 0900 hours when people have to work. Would have to take annual leave to shop. Sales items (last sale) were gone by 1000 hours.

RECOMMENDATIONS:

1. Limit the amount each customer can purchase.
2. Customers shouldn't be able to buy 10-12 cases. Limit to three cases.

STATUS: Resolved.

Commissary Officer stated regulation prohibits limiting sales items and that some sales will be held on compressed Fridays and Saturdays.

**ISSUE 3: Commissary Sales.**

SCOPE: All WSMR eligible shoppers. When the commissary has its case sales, it is always hectic and disorganized. Customers don't know what's being sold "on sale", the price after the "discount coupons", and where to find the coupon holder/distributor. The current situation makes the experience miserable for commissary shoppers.

RECOMMENDATIONS:

1. Prepare a flyer with a listing of sale items and prices.
2. Do away with the coupons and program the sale prices into the computer for the day.
3. Move "sale items" outside for a "sidewalk sale" or locate items in the back aisles with the sale prices posted.

STATUS: Resolved.

1. The commissary has improved the organization of sales and they are less hectic.
2. The Commissary is not allowed to program coupons into the computer. The sale items are always marked with a sales' sign.
3. The sales items are generally located in the front of the store for easy access as well as in the dairy area. Sales are held inside because of weather conditions and lack of personnel available to do a sale outside.

## **GROUP 3 – EMPLOYMENT/RELOCATION**

**ISSUE 1:** Too many coyotes in housing.

**SCOPE:** Coyotes in the containment area affects residents, their pets, and sense of well-being. Increased coyotes are the result of unsecured trash receptacles, unleashed pets, and pet food remaining outside. High population in containment area is a potential threat to residents and their pets.

**RECOMMENDATIONS:**

1. Require housing to provide secured waste receptacles.
2. All personnel report problems or reoccurring coyotes to security.
3. Increased public awareness through missile ranger and housing newsletter.

**STATUS:** Active.

1. Trash cans provided to housing residents already have tops on them. Residents should not fill them to overflowing.
2. ES will devise a plan to control the coyote population.
3. Housing has run and will continue to use the Housing Newsletter to remind residents to keep trash covered and not leave food out for coyotes.

**ISSUE 2:** Poor condition of housing park/playground areas.

**SCOPE:** White Sands children lack suitable playgrounds. Play areas are infested with goat heads and other undesirable weeds. Affects the quality of life.

**RECOMMENDATIONS:**

1. Establish a maintenance program that will address the extermination of goat heads.
2. Defoliate/burn/remove non-desirable plants from playground areas.
3. Replant with dominant grasses that help control weeds when well maintained and reevaluate annually for possible reseeding/spot seeding.

**STATUS:** Active.

A new playground was installed at Volunteer Park last year. The playground on Twin Cities has been renovated to include all new equipment and new fall surfaces and will be

seeded for new grass in the spring. A third new playground will be built as part of the new housing projects in FY04/05. The park at Vanguard will be kept until the area becomes UPH. An attempt will be made to control weeds and goat heads, but the equipment cannot be replaced, as the park will be demolished in a few years.

**ISSUE 3:** Outdated heating and cooling systems in housing.

**SCOPE:** Outdated heating and cooling systems make for great discomfort throughout the year. It also causes more sickness and for those living on post, sleeplessness. Energy conservation cannot be practiced with these systems.

**RECOMMENDATIONS:**

1. Ensure that the contractor takes complaints and fixes problems, if not solved contact housing.
2. Ensure education of residents.

**STATUS:** Resolved.

1. Current heating and cooling problems can be called into C. Martin for immediate repair.
2. The housing office will continue to publish articles in the newsletter on how to obtain the best results from evaporative cooling systems.
3. The programmed housing replacement projects will include heat pumps, which will provide refrigerated air. The remaining older housing units that will be occupied by civilians residing on post will be converted to heat pumps as funding allows.

**ISSUE 4:** The speed bump after the sharp turn located at the foot of the Dona Ana base camp.

**SCOPE:** Affects all drivers' safety on War Road. Drivers are avoiding the bump by going around into oncoming traffic. This sharp 90-degree turn is very dangerous. It could cause a serious accident if not corrected.

**RECOMMENDATIONS:**

1. Paint the site and place a "bump" sign.
2. Reduce the size of the bump and make it the same across the road.
3. Get the turn more smoothed out.

STATUS: Resolved.

1. The bump has been smoothed using WSMR funds.
2. A Military Construction Army project has been submitted to completely repair War Road, to include eliminating the sharp curve.

**ISSUE 5:** Debris on paved areas on post.

SCOPE: All paved areas on WSMR including streets, parking lots and air strips contain hazardous amount of organic and non-organic materials causing damage to vehicles and aircrafts. It causes the range in excessive claims costs.

RECOMMENDATIONS:

1. Purchase or establish a timeshare of a street sweeper with another post/base such as Ft. Bliss or Holloman.
2. Sweep paved areas monthly.

STATUS: Resolved.

The street sweeper has been repaired, is operational and is currently being used. Anyone who feels that there is an area that requires special attention should call it in.

**ISSUE 6:** Lack of parking for residents/visitors in housing area due to new parking restrictions.

SCOPE: Affects residents in WSMR community and visitors.

RECOMMENDATION: Build second parking beside current driveway and/or build extra parking in residential areas.

STATUS: Active.

1. Housing update plans will correct lack of parking for most residents.
2. Additional street parking areas will be constructed in several areas this year.

**ISSUE 7:** Area outside stonewalls becoming a garbage dump.

SCOPE: Many personnel use the area outside the rock wall for walking, running, and children play, it is environmentally unfriendly. Tarps, pipes, etc. and other debris contribute to a trashy environment outside of the stone wall.

**RECOMMENDATIONS:**

1. Fine companies, individuals for dumping.
2. Establish responsibility to conduct clean up, if not to assign the duties to clean up.
3. Have environmental assessment done to assess damage.

**STATUS:** Active.

1. White Sands does not have the authority to levy fines.
2. The WSMR Beautification volunteer program has added this area to periodically clean up. The Housing Office will also contract with C. Martin to do quarterly cleanups of the area.
3. The debris is mostly building materials and are easily recognized as non-toxic, however, they are environmentally unfriendly.

**ISSUE 8: Speed Bumps in Housing.**

**SCOPE:** Traffic through housing areas rarely adheres to the posted speed limit – especially delivery trucks. This is extremely dangerous for the children of WSMR. Placing speed bumps throughout the housing area would force traffic to slow down and make it a safer community.

**RECOMMENDATION:** Place speed bumps at various distances throughout the housing area.

**STATUS:** Resolved.

Speed bumps are appropriate for parking lots, but not for through streets. They would cause problems for emergency vehicles SD has increased patrols throughout housing with no tolerance given to speeders. Our police have been actively operating in the housing area. The manpower shortage in SD does not permit us to do this every day, however, we have concentrated on the hours when personnel are walking and late in the evenings, when personnel are less visible to motorists.

**GROUP 4 – FAMILY SUPPORT**

**ISSUE 1: Exemption policy to out-of-state tuition.**

**SCOPE:** People residing out-of-state, employed at WSMR and desire to enroll their children at White Sands School are charged \$2800 tuition by the Las Cruces Public

School District. This is an excessive charge considering employees pay New Mexico income tax.

**RECOMMENDATIONS:**

1. Make an exception for WSMR employees and waive the charges.
2. Get school liaison to research current policies (DOD and LCPS).

**STATUS:** Resolved.

All future tuition will be waived for WSMR employees that wish to enroll their children in the WSMR School.

**ISSUE 2:** No Skating Facilities at WSMR.

**SCOPE:** Skating is a popular past time enjoyed by people of all ages. Since previous facility was condemned, there has been a lack of safe/appropriate skating facility.

**RECOMMENDATION:** Build a new permanent facility to accommodate indoor/outdoor skating, roller hockey, skateboarding, etc.

**STATUS:** Active.

It is not cost effective to construct a new indoor skating rink. The post will be building a new outdoor skateboard park this year. Initial plans were to have the facility located next to Youth Services. However, since Family Housing dollars will be used, it must be in the housing area. Final drawings and site plans are being developed. We hope to have the facility ready next summer.

**ISSUE 3:** Lack of lights at YS sport fields.

**SCOPE:** The YS sports fields lack lighting appropriate for scheduled events. This precludes scheduling evening events. More evening events could be scheduled because of cooler temperatures.

**RECOMMENDATION:** Install good lighting for the YS sports fields.

**STATUS:** Resolved.

There is not ample power to provide lights to the YS sports fields without constructing a new transformer, which is very expensive. The YS sports staff have rearranged all youth sporting events during daylight hours. Any infrequent need for night games at WSMR could be scheduled on the lighted fields on Goddard.

**ISSUE 4:** Aquatic Center unassisted access.

SCOPE: Handicapped and disabled personnel wanting to use the swimming pool

RECOMMENDATION: Install ramp/steps with handrails to allow access to the pool without embarrassment.

STATUS: Resolved.

The pool has a lift system to assist disabled persons in and out of the pool. A portable step and railing device to assist persons who do not desire to use the lift system has also been installed.

**ISSUE 5:** Youth group for teenagers.

SCOPE: There are very few productive activities for teenagers (military and civilian dependents stationed at WSMR) to do. The teenagers need something more than just a 45-minute lesson/discussion period on Sunday mornings.

RECOMMENDATIONS:

1. Create a youth group program at the Chapel that meets once during the week for teenagers to participate in Bible study and fellowship.
2. Have the youth group do bi-weekly/monthly activities that may include trips off post, volunteerism, etc.

STATUS: Active.

1. There is a youth group program at the Chapel, but it is not as active as the Chapel would like it to be. The program is dependent on volunteers and the Chapel is trying to recruit additional responsible volunteers.
2. The current program is not limited to 45 minutes on Sunday morning. Recent events included: ski retreat, and pizza and movie night. A summer youth retreat was held, as well as a Catholic youth trip to Canada.

**ISSUE 6:** Safety of our children and road guards at the WSMR School.

SCOPE: We rely upon volunteers to keep our children safe crossing the roads around the WSMR school in the mornings and afternoons. Though I have to give them a hearty thanks and well done, they have no authority to enforce any traffic violations they see. Case in point, a few weeks ago, at precisely 0830, a driver sped up Picatinny Road going towards the housing area at well over 50 miles per hour, totally disregarding the signs,

the crossing guards, and the children in the area. Unfortunately, the license plate number was not captured. Had someone with authority been in the area, i.e., a policeman, the person could have been caught and punished.

**RECOMMENDATION:** Strongly consider getting the DOD police force/MPs to cover down and augment our volunteers. One policeman in one car is probably all it would take – for only 30 minutes a day or so, Monday through Friday. Our children’s safety is at stake here.

**STATUS:** Active

1. SD will continue to have continuous police presence from 0730 to 0830 and 1420 to 1515. This is contingent upon SD having the manpower to do this. If missions intervene, we will have to pull personnel from this duty. SD will work with the school, the crossing guards and the school bus drivers to ensure we have a network to communicate issues.
2. In addition, Community Activities is in the process of buying some portable stop signs that will force people to stop at the crosswalk when kids are going to and from school.

## **YOUTH AFAP ISSUES**

**ISSUE 1:** No Indoor Skating Facilities at WSMR.

**SCOPE:** Affects all WSMR residents, gives families and kids something to do, helps keep kids out of trouble and provides entertainment.

**RECOMMENDATION:** Build a new permanent round facility with snack bar, music and special nights, i.e., cosmic night.

**STATUS:** Unattainable.

1. It is not cost effective to construct a new indoor skating rink. The post will be building a new outdoor skateboard park this year. Initial plans were to have the facility located next to Youth Services. However, since Family Housing dollars will be used, it must be in the housing area. Final drawings and site plans are being developed. We hope to have the facility ready next summer.
2. The surface of the outdoor basketball court adjacent to Youth Services has already been resurfaced and can be used for skating. In addition, the streets in the old housing demolition areas have been blocked off between Picatinny and Ravenna to prevent vehicle traffic. The streets in this area will now provide a safe area for kids to ride bicycles, skates or skateboards with no interference from motor traffic.

**ISSUE 2: Consolidated activity fun center**

**SCOPE:** WSMR residents. Nothing for teens to do besides YS. Also could be used by adults.

**RECOMMENDATION:** Build an activity-fun center to include the following: lazer tag, putt putt, arcades, go karts, and teen apparel shop.

**STATUS:** Unattainable.

Youth Services installed one video game' in June. Usage has been so low, the contractor will not install additional machines. The facility does have television type video machines that are free to use. Youth Services does not have staff or funding to operate a teen apparel shop. The idea was presented to the Teen Council for them to operate and they were not interested. The facility will look at selling tee shirts, etc. for special events.

**ISSUE 3: Poor outdoor vet clinic cages**

**SCOPE:** Affects stray animals picked up by the police and animals removed from homes on post. Outdoor holding animal cages are ill equipped, poor condition, cold, not large enough, and security is not good. These cages do further harm to animals already traumatized by being away from their homes.

**RECOMMENDATION:** Build new, bigger, with better security and temperature control cages

**STATUS:** Active.

The Garrison Commander, Director of Community Activities, Installation Support (IS) and the Veterinary Clinic are assessing the project, drawing plans and estimating cost for new outdoor veterinary clinic cages

**ISSUE 4: Post movie theatre service.**

**SCOPE:** Affects theatre patrons. Floors are sticky and dirty, sound system is poor, picture quality need improvement, candy and food sold are out of date or stale, and the sink in the ladies' bathroom shoots water out the sides.

**RECOMMENDATION:** Repair the theatre equipment, enforce maintenance contract, make needed repairs and provide patrons with suitable food.

**STATUS:** Resolved.

AAFES will be replacing all the concession area equipment this year. The projection sound system has been repaired. The sink has been repaired. Food expiration dates are

always checked. If a patron has a problem with the food they should contact the theatre manager.

**ISSUE 5: Mountain View Café Hours**

SCOPE: Affects WSMR residents. There is hardly any place to eat after 7 pm.

RECOMMENDATION: Keep the Mountain View Café open in the evenings.

STATUS: Unattainable.

There is not sufficient business for food operations after 1900. The Mountain View Café used to be open Friday evenings, but closed due to lack of patrons. Other food operations that are open during evening operations have had to reduce their hours for the same reason. The Bowling Alley and Frontier Club are open after 7 P.M. Business activities cannot remain open when there is insufficient revenue to cover their expenses.

**ISSUE 6: Housing area ice cream service**

SCOPE: Affects WSMR residents. Ice cream truck is especially convenient in the summer time.

RECOMMENDATION: Contract with a ice cream truck service.

STATUS: Active.

AAFES will try to provide service summer FY 03.

**ISSUE 7: Poor condition WSMR housing roads**

SCOPE: Affects all WSMR residents. Roads in housing are uneven, pot-holed, rough and unsafe for walking, running, skating and biking.

RECOMMENDATION: Resurface housing roads.

STATUS: Active.

Funding has been approved to repave 7 WSMR roads in the housing area to include Ripley.

**ISSUE 8:** Bring in fast food once or twice a month

SCOPE: All WSMR. Variety of food service is needed and it is hard to get into town.

RECOMMENDATION: Contract with MacDonald, TACO Bell or Burger King to set up a concession.

STATUS: Unattainable.

All national fast food chains have minimum monthly sales requirements, based on their surveys, prior to granting a franchise. WSMR could not come close to meeting those requirements. The installation could not support any additional food facilities. If people have specific food desires, they should contact our existing food managers. We attempt to change our menu selections to meet customer demand.