

LOCAL ACTIVE ISSUES

ISSUE 1: Lack of adequate kitchen in barracks

SCOPE: In the barracks, Bldgs 128 & 129, there is only one kitchen, which is located on the 2nd floor. Kitchens have limited workspace and only a stove/oven. This is a problem for all those living in the barracks. Cooking supplies must be transported from the rooms to the kitchen, which entails climbing stairs for some. Also, most preparation for cooking has to be done in the room and then taken to the kitchen for cooking.

RECOMMENDATIONS:

1. Build additional kitchens as necessary to ensure one kitchen per floor.
2. Renovate existing kitchens to include a refrigerator, microwave, and additional cabinets and workspace.

STATUS: Active

The kitchens in the various barracks have been renovated to include refrigerators, dishwashers, cabinets, and additional workspace. The Installation Support Directorate is awaiting the arrival of new ice machines, which will be installed to complete the project.

ISSUE 2: Short term physician assignment at WSMR.

SCOPE: General Medical Officers do not provide stability/continuity of care because of their short length of stay due to conflicting career objectives (i.e., seeking residency, fellowship). Family practitioners provide a greater chance of long-term stability and better meet WSMR health care needs.

RECOMMENDATION:

Provide Family Practitioner for WSMR.

STATUS: Complete

CPT Bob Cilliani, a Board Certified Family Practice Physician, was assigned to McAfee in July 2003. Since he is already residency trained, he will not be forced to leave WSMR after one year to attend residency training. Therefore, he will stay here until the need of the Army determine he should be transferred (nominally, for 4 years).

ISSUE 3: No WIC Nutritionist at WSMR.

SCOPE: The WIC Nutritionist no longer comes to WSMR. This is a problem for families who need WIC and are a one-car or no-car household. Many families also can't afford to make the drive into Las Cruces once a month. Participants have been told that starting in March, all re-certifications must be done in Las Cruces. Re-certifications must be done every six months or WIC benefits will be lost. Also, WIC checks must be picked up monthly in Las Cruces or lose the check for that month.

RECOMMENDATION:

Provide WIC services on WSMR.

STATUS: Complete

WIC services have resumed. The nutritionist will visit twice a month.

ISSUE 4: Outdoor Recreation hours do not support soldiers.

SCOPE: The hours of operation, 0900-1700, Mon-Fri, does not allow soldiers access to the facility after work or during the weekend when they are off. Weekends and evenings are the times when people need the service for recreation. Additionally, close of business for many organizations on post is 1700 so it is difficult to take care of all your business before 1700. Lack of weekend hours also makes renting equipment more expensive because you have to rent it for the whole weekend.

RECOMMENDATION:

Extend or adjust hours during the week to allow soldiers more opportunity to take advantage of the services. Additionally, adjust the schedule so outdoor rec is open on the weekends.

STATUS: Complete

Outdoor Recreation extended its hours until 1800 on a trial basis from May through September 2003. The extended hours were not supported by customer patronage so the facility went back to its original operating hours.

ISSUE 5: Auto Craft Shop hours of operation.

SCOPE: Hours are not supportive of active duty military. The shop is open Mon-Wed, 1100-1900, and Sat-Sun, 0900-1630. The shop is closed Thursday and Friday. By the time a soldier gets home from work, change, and takes his car to the auto shop during the week, they can work for about one hour prior to start of clean up. Additionally, many soldiers get compressed Fridays off. The auto shop is closed on Fridays.

RECOMMENDATIONS:

1. Extend or adjust hours of operation during the week to close at 2200.
2. Extend hours at least two days a week after 2000.
3. Open Auto Craft on compressed Fridays.

STATUS: Unattainable

Extended operating hours is not feasible due to past usage records, the number of staff members needed to meet safety standards.

ISSUE 6: Volunteer park smoke pit.

SCOPE: A lot of people used this pit in the past, and now it is closed for no apparent reason. Past users miss the pit for large pit BBQs and functions. In the past when the pit was used, there was never an accident caused by the use of the pit. Safety guidelines were followed every time the pit was in use.

RECOMMENDATION:

Repair and rebuild the smoke pit so that it can be used.

STATUS: Unattainable

The pit is in bad repair and too large to be used. There is too little demand to make it worthwhile to maintain in a workable condition. Organizations wishing to use it for a public function, and obtains medical approval for the function, can contact the DCA staff for guidance on how to build and properly use a temporary pit.

ISSUE 7: Cable TV system poor quality.

SCOPE: Some channels on the local cable have poor reception. The picture is lacking because there is no digital cable available. There are frequent outages. This affects anyone with cable on White Sands.

RECOMMENDATION:

Provide better cable.

STATUS: Active

Funding from the Army Community of Excellence program has been earmarked to upgrade transmission and reception equipment to White Sands from COMCAST, the cable provider. The Installation Support Directorate is working on a plan with COMCAST. Updates will be provided as information becomes available.

ISSUE 8: Unsupervised children in post movie theater.

SCOPE: AAFES employees at the post movie theater will admit children under the age of self-supervision to attend movies alone. This impacts other movie viewers who do not get to enjoy the movie because there is an excessive amount of noise, running in the theater and food throwing. Post regulations have determined that children under the age of 11 years old require continual on site supervision. This includes the post theater and on dark streets returning home after the movie.

RECOMMENDATIONS:

1. Do not admit children under the age of self-supervision to the movie theater without age-appropriate supervision.
2. Post this restriction at the box office and require proof of age.
3. Notify police of violations.

STATUS: Complete

Commander's Guidance on supervision of children was posted in Post Theater and is being enforced by theatre personnel.

ISSUE 9: Purchase diesel fuel for POVs from Petroleum Oil Lubricants (POL) point.

SCOPE: AAFES is unable to provide diesel fuel due to cost effectiveness. Nearest diesel fuel in 20 miles from post. WSMR POL has diesel fuel available for official government use. Affects residents with diesel vehicles.

RECOMMENDATIONS:

1. Provide diesel fuel at gas station.
2. Provide a way for AAFES to purchase diesel fuel from WSMR POL to dispense for POV use.
3. Obtain exception to policy prohibiting resale of POL diesel fuel to POVs on isolated installations.

STATUS: Active

Research has shown that adding diesel fuel to the existing AAFES gas station would be too costly. Research was conducted to see if the fuel could be dispensed at the government-run Petroleum Oil Lubricants point, but legal/tax issues prohibit it. A new Post Exchange construction project that will include facilities for the sale of diesel fuel is under review by the AAFES Board of Directors. If approved, construction on that facility is scheduled for 2006.

ISSUE 10: Enforce present housing regulations.

SCOPE: There is not enough enforcement of housing regulations. Some of the area coordinators are not enforcing effectively the rules set forth by the installation. This affects the entire beautification of our post as well as the quality of life of anyone living on White Sands.

RECOMMENDATIONS:

1. Train area coordinators in how to enforce the rules and regulations.
2. Offer incentives to area coordinators for volunteering,

STATUS: Complete

New Housing coordinators have been assigned. Also it was announced that residents will be given two warnings about taking care of their lawns. After the second warning, the lawn will be taken care of by contract personnel and the resident will be charged \$75.00.

ISSUE 11: Fence policy.

SCOPE: The current fence policy states the fences can only be chain link and must not exceed four feet in height. This allows animals to escape over the fence affecting personal safety and security of the community as well as that of the animal.

RECOMMENDATION:

Allow residents to subsidize the difference between a four foot and six foot fence if desired.

STATUS: Complete

Fencing is being added to all post residences. The fence policy was established in order to maintain uniformity of appearance. Residents with larger pets who wish to have a 6-foot chain link fence installed may do so if they fund the difference between the cost of the 4 foot fence and 6 foot fences.

ISSUE 12: Headquarters building crosswalk speed limit.

SCOPE: The new reduced speed limit in front of Headquarters is being ignored, speeders are not ticketed and just lowering the speed limit is not effective. Impact pedestrians crossing Headquarters Avenue. Safety to pedestrians.

RECOMMENDATIONS:

1. Install sign “blind person crossing”
2. Enforce the speed limit on Headquarters Avenue, dangerous to blind person.

STATUS: Complete

New signs with “Speed Limit 25” have been installed and “Reduced Speed Ahead” signs were added. A large neon yellow sign indicating a crosswalk was also added. Enforcement is now clear for both drivers and police officers..

ISSUE 13: Enforcement of pet regulations.

SCOPE: Pet regulations are not being enforced. Pet regulations set down by Veterinary Clinic are too lenient. The current housing agreement that residents sign when they occupy a house states a limit of the number of pets, behavior of pets, and that pets cannot be tied to trees/poles. Some residents are reported to be cited over and over for the same offenses. Not following the regulation by enforcing the allowable limits of citations, affects the safety of our children, residents and pets.

RECOMMENDATIONS:

1. Change number of citations to three per year and then, remove the offending pet from post.

2. Improve follow up by supervisors and command elements to help enforce the regulations.

STATUS: Complete

The Housing Office in conjunction with the CSM and Security Directorate is enforcing the new policy of three pet violations per year per household. Any household receiving more pet violations than this will receive a notice from the Garrison Commander to find other care for their pets.

ISSUE 14: Damage of new fencing in housing area.

SCOPE: Due to the lack of gates in the new fences, access to the playground, parks and school is limited. Children are jumping and climbing the fences to get to where they want to go. Due to the new fencing, children are walking on the street instead of through the yards. This is posing a safety hazard for them as well as the White Sands community. Children could fall and break something or they might destroy the new fences.

RECOMMENDATIONS:

1. Put common crossing points thru the new chain link fences.
2. Install sidewalks along the streets so that the children have a safer place to walk.

STATUS: Active

It was requested that along with the installation of new chain link fence that common cross points be added in the fencing and that sidewalks be installed along the street to allow children a safe place to walk. Sidewalks have been installed in areas that have sufficient space and gates are planned for certain crossing points. Residents will be updated on the progress of this project through the Housing Newsletter.

ISSUE 15: Community Town Hall Meeting.

SCOPE: Town Hall meetings are infrequent. Establishment of regularly scheduled town hall meetings would give community members/workforce a venue to address issues concerning WSMR. Town Hall meetings will address issues as they arise rather than on an annual basis thereby simplifying the AFAP process.

RECOMMENDATION:

Establish a procedure for monthly meetings under the Garrison Commander.

STATUS: Compete

The first quarterly Town Hall meeting is scheduled for 21 May at 1800 in the Post Theatre.

ISSUE 16: Public Safety and Law Enforcement.

SCOPE: Existing regulations and procedures are not being adhered to by the community. (Key examples: speeding in school zones and housing areas, pet violations, personal safety, helmet safety and noise ordinances.) These discrepancies are due to lack of community awareness and insufficient number of law enforcement officials. This issue impacts community safety.

RECOMMENDATIONS:

1. Provide additional resources and funding for law enforcement.
2. Create a multi-faceted task force under Garrison Commander.
3. Provide increased awareness to community members regarding existing policies and regulations (i.e., newsletter, Missile Ranger, etc...)

STATUS: Complete

New officers have been added to the WSMR force and the Garrison Commander authorized five over-hires to help with policy enforcement on post. Alcohol awareness and bicycle safety programs were conducted with joint efforts of Security, Safety, Substance Abuse and Control Program, and the community. The police department has begun an aggressive traffic enforcement program. The regulation concerning the operation of motorcycles on post (WSMR Regulation 190-3) is being updated with input from motorcyclists, JAG, and Garrison Commander.

ISSUE 17: Computer Literacy Program for White Sands School.

SCOPE: Lack of computer lab area and dedicated instructor negatively impacts students attending White Sands School. Not all students are being provided computer literacy training. Students not receiving this training are at a disadvantage.

RECOMMENDATIONS:

1. Provide dedicated computer lab area and an instructor.
2. Establish a computer literacy program.
3. Provide additional resources (computer equipment, printer, etc...) if needed.

STATUS: Complete

Students are receiving computer literacy training at the Education Center. A wireless lab is being used at the school during ongoing construction that is expected to last for three years. Plans call for a dedicated lab at the school once construction is complete. Bond monies have been earmarked to update the school's computer hardware.

ISSUE 18: SSN's on personal checks required by AR 215-1 at MWR facilities.

SCOPE: People are still being required to put their social security number on their checks at the MWR facilities. This affects anyone writing a check because it allows for identity theft.

RECOMMENDATION:

Update AR to remove SSN requirement on personal checks.

STATUS: Complete

Social Security numbers will no longer be required on patron checks at MWR facilities.

YOUTH ISSUES

ISSUE 1: Lack of lighting around basketball court at Youth Services

SCOPE: Anyone using the basketball courts at Youth Services is affected. The basketball court next to Youth Services needs lighting, fence around the basketball court and water fountain. Lack of lighting is hazardous to users at night.

RECOMMENDATION:

Install lighting, water fountain and a fence around the basketball court at Youth Services.

STATUS: Active.

Funds were sought to add lighting, trash cans, a water fountain and a fence around the basketball court at Youth Services. This project has been added to the list of items to be funded using ACOE money as it becomes available. It was determined that there is not enough space around the court to add fencing without creating a safety problem.

ISSUE 2: Not enough jobs for teens.

SCOPE: There are not enough jobs for teens on WSMR. Adults are taking jobs that should be for teens. Affects all teens.

RECOMMENDATIONS:

1. Break single jobs into separate jobs so more will have a job.
2. Programs such as roller skating rink would offer more teen job opportunities.

STATUS: Complete

A teen Work Force Preparation program was established at Youth Services. Teens participating in the program were placed in teen hire positions on post. Hours were allotted to allow all participants a chance to work.

ISSUE 3: Workout room for Youth Services.

SCOPE: There are no workout facilities for teens to use. Teens cannot use Bell Gym if you are not of age.

RECOMMENDATION:

Install a workout room at Youth Services.

STATUS: Complete.

When a workout room was tried in the past the equipment was not used for exercising and was damaged. Youth 16 and above can use the gym to include the weight room. Youth under the age of 16 can apply for an exception. Exceptions are granted on a case by case basis and require that the child be accompanied by a parent.

ISSUE 4: Allow teens to use Bell Gym.

SCOPE: You have to be 16 to play basketball and racquetball and 18 to lift weights at Bell Gym. Teens under these ages would like to use Bell Gym.

RECOMMENDATION:

Lower the age to 14 for basketball and racquetball and 16 to lift weights.

STATUS: Complete.

CYS sports will plan some 3 on 3 basketball events during evening and weekends specifically for ages 14 and up. Youth 16 and above can use the gym to include the weight room. Youth under 16 can apply for an exception.

ISSUE 5: Lack of transportation off post.

SCOPE: WSMR needs commercial transportation on and off post.

RECOMMENDATION: Provide bus on weekend to Las Cruces.

STATUS: Unattainable/Complete.

While regularly scheduled transportation was deemed unattainable, YS will offer monthly trip off post starting in Summer months. If used by teens it could possibly be extended into the school year.

ISSUE 6: No ice cream truck on WSMR.

SCOPE: WSMR wants ice cream truck service.

RECOMMENDATION:

Provide ice cream truck service.

STATUS: Complete.

The Ice Cream Truck under contract with Ft. Bliss will come to WSMR on Tuesday, Wednesday and Friday afternoons while school is out.

ISSUE 7: Longer hours for PX/Shopette.

SCOPE: Hours are not long enough, especially on the weekends.

RECOMMENDATIONS:

1. Lengthen hours on weekend to 2300.
2. Stay open to 2200 on Sunday.

STATUS: Unattainable.

Extending the hours is not feasible with the current post population. The Shopette was open later and the hours had to be curtailed due to lack of business.

ISSUE 8: No Nifty Fifty bowling.

SCOPE: Bowling Center has not had Nifty Fifty bowling or Cosmic bowling for a long time. Bowl for \$1.00 and \$.50 hot dogs.

RECOMMENDATION:

Bring back Cosmic or Nifty Fifty bowling.

STATUS: Complete

Equipment repairs have been made and these programs are again offered at Roadrunner Lanes Bowling Center.

ISSUE 9: No trashcan at bus stop.

SCOPE: There is no trashcan at the bus stop.

RECOMMENDATION:

Provide trashcans at all bus stops.

STATUS: Complete.

A trash can was missing from one of the stops. This has been replaced.

ISSUE 10: No Karaoke at Youth Services.

SCOPE: Karaoke machine at Youth Services would provide another form of entertainment and youth could practice singing.

RECOMMENDATION:

Provide Karaoke machine at Youth Services.

STATUS: Complete.

YS has been doing Karaoke night on a regular basis. Also, a DJ/Karaoke camp will be offered at YS the week of July 25.