

## Carlisle Barracks Commonly asked questions

**Q: *The LVCC vents-H/VAC need to be cleaned. There is nasty dust and mold blowing out of them. TIA!***

A: Our Public Works contractor and the Industrial Hygiene Officer cleaned the vents throughout the LVCC. No signs of mold were found.

**Q: *When the security status at our gates changes to 100% ID card check during the school day, some high schoolers are caught without an ID because it is not taken to school. If the high schooler is driving to school then yes the driver should have their ID card. On occasion the gate guards have given the high school students a hard time coming home or through the gate without their ID s after school. In some cases it is safer to keep the ID cards at home then to have to keep up with them at school. Should the expectation be that all students living on Carlisle Barracks take their ID cards to school just in case? Only older teens? Only drivers?***

A: The expectation is that high school student drivers present their DoD Identification Cards when returning from school or when riding as a passenger of a fellow student so the security guards can clear them for access. Additional information concerning DoD identification cards can be found in AR 600-8-14.

**Q: *I would like to know what additional effort can be made to enforce the speed limit on post. I do quite a bit of walking and have noticed that the speeding has gotten worse. Given the high pedestrian traffic and children on post, it seems rather unsafe at times.***

A: Each police shift conducts routine traffic speed enforcement operations. Specific areas receive focused enforcement attention when concerns are brought to the Police Department's attention. Residents are encouraged to report areas where excessive speed is observed to Police Chief Paul Heinlein (245-4754) so targeted enforcement operations take place.

**Q: *"Is there a resource available to advocate for our kids in the Athletic Community? Currently, most tryouts for travel teams (soccer and baseball) including YMCA are holding tryouts before USAWC students and families arrive in PA. I personally had to struggle to get responses from YMCA, but I was successful. I know of other families who are getting the runaround and in the end, it is the kids who lose out. Having our young athletes engaged in high quality programs is very important. Several families are not feeling like the local community welcomes or accommodate USAWC kids. In fact, I was told that my own daughter made the team, but they hadn't had "USAWC kids" in a few years and that they had to run it by the girls on the team before having us on the team. Our kids deserve better."***

A: Yes. The Director of FMWR (Liz Knouse), Youth Sports Director (Madeline Fazio), and the School Liaison Office are your advocates regarding community athletics. We have developed a Memorandum of Agreement (MOA) with the YMCA for their soccer program. This MOA outlines a process that offers USAWC youth that are unable to make the tryout in May a late try-out upon arrival based on interest and ability for the next class.

We will continue to reach out to other private organizations that offer programs of interest to our parents that hold try-outs prior to student arrival dates. We appreciate any other specific feedback to focus future partnerships.

**Q: *"Thank you for the infant swings at the park! Have you considered installing play equipment for smaller children? Many have toddlers and the playground equipment is a little high for the little ones."***

A: We currently do not have a plan to add any additional playground equipment. However, Garrison is surveying the playgrounds to ensure we have a suitable age range of equipment available across the Installation.

**Q: *"Could the Youth Services Registration process be simplified?"***

A: Currently, the forms and process are mandated (AR 608-10) in order to meet the multiple, governing

DOD program regulations and cannot be updated locally.

**Q: "What is the process in determining which school our children will attend? Example - Bellaire had three, third grade classes with approximately 20 students in each. LeTort has two third grade classes with approximately 27 and 28 in each class"**

A: The process is that parents in the Carlisle Area School District (CASD) register with their local Carlisle Barracks address. The CASD then hosts a meeting with the School Liaison Officer (SLO) to work assignments based on the following considerations:

- Number of children currently enrolled in each grade level at each school,
- The number of children assigned to each bus,
- And the current neighborhood assignments.

The goal is a class of 20-22 students, but will fluctuate based on late registrations that may result in larger class sizes at our available schools.

**Q: "Is it possible to extend the hourly care hours at the CDC to 5:00 pm or 5:30 pm? Also, any way to increase the number of slots?"**

A: Unfortunately, it is not possible to extend the hours for hourly care. However, depending on the age of the child and staff availability, we have hourly care slots that become available each day.

**Q: Due to the recent events in regards of the "Scary Clown", would the base consider banning clown costumes this year? The local news have covered several stories about clown copycats in the area. Our Halloween event is a wonderful opportunity to interact with the community, however, we also need to maintain our sense of security on post. The reason for my post is because my school age children have voiced their concerns about the clowns and have even considered not trick-or-treating this year.**

A: We take these threats and all threats very seriously. DES will be actively patrolling Halloween night and request any suspicious activity, be immediately reported to the police desk 245-4115/3465. We also ask parents to escort their children for the night with appropriate safety gear, such as a light and reflective clothing.

**Q: Most installations have a Starbucks or coffee shop on post. Why doesn't Carlisle Barracks have a place where people can meet and chat (possibly with children)?**

A: DFMWR and the Exchange have solicited various coffee franchises to establish a venue on the installation. Some have opened but failed to generate the required customer base to maintain operations. We have the Strike Zone (bowling center), Root Hall Deli, and Subway, where families can sit and chat.

**Q: Gym options for young teens are limited. 13-15 year olds have to be with an adult. Possibly add a "How to use the Gym" class/training program that, once complete, allows them to come on their own.**

A: Great suggestion. We've researched this in the past, yet the result is that we are currently bound by Army regulations on this issue. As posted in the gyms, AR215-1 regulations state, "As a Family member, children and youth (15 years old and under) must be actively participating in the same activity and under the direct supervision of a parent or guardian." We will continue to look into the possibility of providing minors training and options to utilize fitness equipment without parental supervision.

Please contact the CDC for this availability. We add additional slots if there is a vacancy in one of the full day rooms.

**Q: "What more can be done to offer youth safe opportunities to work-out with cardio and strength equipment within the bounds of AR 215-1 paragraphs 8-20d (2-4)? And specifically, what can be done to offer Youth Fitness activities at McConnell Youth Center?"**

A: AR 215-1, paragraph 8-20d(2-4) restricts access to fitness facilities and programs outside of our Youth Services for our youth 15 years and younger. We currently offer youth fitness programs and strength and conditioning programs within the McConnell Youth Center. These include:

- Lifting Club (ages 12-18)
- Running Club (ages 10-18)
- Boot Camp (ages 8-18)

We are continuously refining our programs based on customer requirements and feedback.

**Q: "Why does Part Day Pre-School and Pre-K end on May 29 (last Friday in May) vs. at graduation (following week)?"**

A: We end PDPS/Pre-K in May for predictability and to better support the USAWC transition period. Parents are still able to reserve an equivalent 20 hours of care, and by registering early in the month, this opens up additional spaces in hourly care to the entire population during the heavy June transition period.

**Q: "Is there a way to ask residents to keep the sidewalks clear? Between basketball hoops and garbage cans, it's like walking a slalom course (in particular, Craig Road in Heritage). Suggestion: garbage cans should be rolled into the street past the curb. Basketball hoops can go into the street, they don't take up any more room than a car."**

A: While we appreciate your suggestion of placing garbage cans and basketball hoops into the street past the curb, obstructions in the roadway could cause a greater hazard due to varying road widths throughout the installation. We will work with BBC to remind residents to be good neighbors on this issue and ask that you continue to report safety concerns to BBC Management, Theresa Steele, or the Police Desk.

**Question: "Are gazebos allowed in Heritage Heights?"**

A: IAW BBC and Carlisle barracks policy, permanent structures are not allowed in housing areas. However, residents may put up temporary and portable canopies to facilitate mowing operations.

**Q: "Are the houses (new and old) on Carlisle Barracks fitted with carbon monoxide detectors?"**

A: All homes have smoke detectors, CO2 detectors and fire stops installed. They are hard wired into the homes.

**Q: "Is it possible to get screen doors installed on the houses in Heritage Heights/Meadows? Some houses have no windows on or around the front door and it would be nice to be able to see kids playing outside alone with being able to create a nice breeze having both doors with screens. Might create energy savings."**

- Allow residents to purchase screen doors and have BBC install them.

**- Have BBC buy and install storm doors.**

A: The new construction homes were not designed to support the structure of a screen door. Screen doors are not planned in BBC's installation budget.

**Q: "Could Balfour Beatty explain the utility billing process? Some of the older home occupants are receiving bills. What are they based on? Newer home residents are not receiving utility bills. When can they expect them?"**

A: Carlisle barracks is contracted with YES Energy for the Army Live Billing Program. Bills are based on a baseline average of "like" units. Currently, new construction homes are in the process of being metered into the program, and will receive bills associated with their energy usage and the average. Initial bills include an administration fee and indicate either a credit or charge based on actual usage compared against the average. BBC remains available to discuss this program if you have additional questions.

**Q: "Could Balfour Beatty explain the deficiencies in yard maintenance in regards to the lease agreement? It is my understanding that the mowing/yard maintenance is included in "rent" yet it has not happened regularly."**

A: BBC contracts landscaping that includes 26 mows per year, one Spring clean-up, one Fall Clean-up, one mulching treatment, weed-whacking, leaf removal and weed control. This service does not include flower beds. To date, the contractor has met all contractual requirements. Please continue to address concerns with BBC and/or the USAG Housing Manager, Ms. Bif Coyle.

**Q: "What is the reason that International Fellows (IF) families cannot live on post?"**

A: It is possible for our IF students and families to live on post, however, habitually our IF students choose to live off-post. On post RCI housing is not fully furnished and is generally cost prohibitive as a result. Some countries have established arrangements or multi-year contracts with local properties. The USAWC G9 works with each officer to ensure a best fit.

**Q: "Better signage at Young Hall. It is nearly impossible to direct people from the street side. There are many doors and it's not clear which one is actually a lobby until you go into it. There is no way for a delivery persons or guests to be able to identify which entrance leads to which section. Requesting signs be place outside the lobby doors on the street side indicating whether it leads to A/B or C/D and then further signage be placed on each level when you exit the elevator (similar to that of a hotel). EX "B11-B24 with a left arrow and A11-A14 with a right arrow."**

A: BBC is planning an extensive exterior renovation project for Young Hall, which includes roof replacement, concrete work, and exterior painting. BBC will look to include improved signage into the scope of work as well. Thank you for your recommendation.

**Q: "Is it possible to get a mailbox in the Meadows? Currently, the closest outgoing mailbox is in the PX parking lot. Thank you!"**

A: Currently USPS will not add another drop mailbox at The Meadows. However, we are currently developing a plan in accordance with USPS to provide decentralized mail kiosk delivery. While this will take time, we are planning to make this a reality throughout our residential areas in 2016.

**Q: "What is the policy that allows off post organizations (such as local high schools) to use on-post facilities- such as the Thorpe Gym?" "At certain times of the day equipment is not available for ID card holders because it is being used for training by local HS teams."**

A: The Garrison Commander approves off-post organizations' use of fitness centers on a case-by-case basis. We develop local partnerships and reciprocal agreements with some off-post organizations. We also have a USAWC Faculty Instructor who has provided exercise training to six field hockey players, all of which are at least 16 years of age, DOD ID card holders, and family members eligible to use the fitness facilities.