

## 51 FW Spouse Town Hall (5 Sep 19) Talking FAQ

### CE

#### **Q. Elevators within the towers are inoperable on a regular basis. Is there a plan to fix them?**

A. The contractor responsible for the elevators has been changed. Inspections now occur monthly vs. annually. The elevators are safe, there is a plan to replace in the future.

There are several reasons the elevators break:

- a. Residents press all the buttons on the control panel and cause the elevator to stop at every floor. Please ask the children not to do this.
- b. Holding the door open for extended periods of time. This breaks the contact and causes the elevator to be inoperable.

The elevator maintenance contractor conducts inspections on a monthly basis. When problems are identified or an unscheduled outage occurs, the contractor will respond and make on-the-spot corrections. If the problem requires significant repairs the contractor and the CE Service Contracts oversight office must go through a series of steps to identify the repair requirement, research the needed replacement parts and approve costs, receive the ordered parts, and carry out the repair. CE is currently working an elevator parts bench stock program to procure long-lead, high-cost parts historically causing outages to help reduce the lead-time for elevator repairs. In addition, elevator replacement projects for the MFH towers is also being planned for execution within the next 5 years.

MFH residents should also be considerate of elevator operations as well to increase uptime between outages. Holding the doors open for extended periods of time and excessive activation of elevator control buttons are leading causes to elevator outages. Please use good judgement when holding doors open and educate your children to be responsible when using the elevators.

#### **Q. Hallways are crowded with strollers and bicycles, the requirement to keep the hallways clear of clutter is not consistently enforced.**

A. According to the tower handbook issued to residents, this is a violation of the safety regulations and is a violation of the fire standards.

Housing will begin regular inspections and items left in the hallways may be removed per instructions in the handbook.

Per the Osan Air Base Military Family Housing Handbook the following rules apply:

- a. Bicycles - Place bicycles or other wheeled items in the bike rack areas. The housing Occupant must lock them using their own lock. Do not place any items in the stairwells, as this is against fire code and is a safety hazard.
- b. Stairwells, Hallways, Egress Routes – Do not place or store any items in the stairwells, hallways, common areas, lobbies, and elevator entrances. Any items discovered in the

stairwells are subject to be impounded for disposal. Means of egress must be free of any obstruction that would prevent its use.

- c. Safety – A critical element of fire safety is maintaining fire egress (an obstruction-free route to a safe area outside the building). In the Towers, these routes include the hallways and stairwells from occupant housing quarters to the outside areas away from the building. Only a doormat can be stored in the hallway. All other personal items to include bicycles, strollers, skateboards, etc., will be stored in occupant quarters, occupant designated storage areas or racks. Violations will be cited and items out of compliance may be removed and turned over to Security Forces Squadron.

The plan moving forward to enforce the rules stated in the Housing Handbook includes:

Messaging sent out to residents via email, Facebook and elevator fliers reminding residents of the hallway egress rules and directing them to remove all items from the hallways, stairwells, common areas, etc.

14-19 October is Fire Prevention Week. 15 October the “Housing” staff will partner with Fire Prevention personnel to conduct a fire prevention sweep of all the MFH towers. Items left in hallways, stairwells, common areas, etc., will be “ticketed” with a three-day grace period to remove the item. If items are not removed within three days, items will be confiscated by “Housing” on Friday, 18 October.

- a. Residents will be given the opportunity to claim their confiscated items for a period of two weeks after the fire prevention week sweep.
- b. If items are not claimed they will be disposed.
- c. There are three housing inspectors. Starting after Fire Prevention Week, the inspectors will ticket unsecured items found in hallways, stairwell, common areas, etc. The same three day grace period will apply and if the item is not removed, the housing inspectors will confiscate the item.
- d. If the issue persists after this initial egress clean-up, quarterly clean-ups will be conducted.

The 51 Civil Engineer Squadron Housing Office is happy to address any additional questions on this topic and can be reached at 784-1840 (COMM: 0505-784-1840).

**Q. Lights between the towers are inoperable. Can they be replaced?**

A. CE has partnered with a Korean firm who is updating the LED lighting across the base, no cost to the AF. The lights between the towers is part of the contract, CE will look into replacement as soon as possible.

- a. These street lights are being addressed. The current focus near the Family Housing towers are the lights along Songtan Blvd between the Hospital and the entrance to Osan Middle-High School. We will look at other areas as well. If you see areas where lights are not working, please feel free to report them to the CE Customer Service office at 0505-784-6226.
- b. CE is trying to find the best way to communicate with residents, if you have suggestions please share your ideas. Currently using social media to include tower FB pages.

Please feel free to provide your recommendations through our Interactive Customer Evaluation forum. The attached 51 CES Customer Service Guide has some great information on how our business works as well as a QR Code which can be scanned by an electronic device to get access to our Customer Feedback Forum.



51 CES Customer Service Guide.pdf

## **FSS**

### **Q. Why are children being released from school during a lighting storm?**

A. This has occurred 2 days in a row, leadership will check on communication flow to ensure the schools are receiving the warnings and plan accordingly.

### **Q. Is it possible to create an indoor play area?**

A. Osan is collaborating with Songtan to create an indoor play area outside the front gate.

No current initiatives for on-base facility, 51 FW will readdress a temporary location on base. Aside from what is already available, there are no additional spaces.

Currently, the Mission Support Group is partnering with Pyeontaek City to advocate for a multi-million dollar solution to construct an indoor play area just off the SED. The SED indoor recreation facility has been one of the finalists selected for a community investment initiative program funded by the Gyeonggi province within the next 2-4 years. Results are still to be determined. There are currently no near-term solutions in place to construct an indoor play area on Osan Air Base.

### **Q. Can the carpet at the Mustang ballroom be replaced? Tile may be easier to maintain and would allow children to play in the area.**

A. There is a work order in for carpet replacement at the Mustang Center. However, these rooms are reserved for unit functions, base in-processing, scheduled classes and events, etc., not as full time indoor play areas. If a group would like to reserve the space and bring their own toys/supplies for children's play time or preschool they are welcome to do that.

### **Q. I am concerned about the non-availability of on base child care facilities.**

A. There are currently zero priority 1 (dual mil, single parent, AD military/working spouse, dual civilian employee, etc.) members on the CDC waiting list who have not received care by their requested care date. There is less availability for priority 2 (spouse seeking employment) and priority 3 (spouse in school). If a family's status changes which affects their priority (spouse gets a job) they need to notify the CDC.

In order to expand care within the Child & Youth flight additional staff required. Multiple positions are available on NAFJOBS, please encourage interested personnel to apply.

AF has increased pay scale for NAF employees working with children, ranges from \$12-18 per hour. Increases received upon completion of required training.

Qualified personnel may be hired upon arrival if able to provide proper documentation. Background checks will transfer from base to base for personnel who are currently working in the Youth Services flight at another base.

Pre-school options are very limited and expensive.

A Korean pre-school must meet US government accreditation standards to be included on the list distributed by Osan. The accreditation team visited Osan several years ago, approved 3 schools. 2 of the 3 have closed, will readdress need for a visit by the accreditation team.

- a. Working with Songtan community to receive a list of all Pre-schools in the local area.
- b. The Korean education system has a pre-K class, the spaces are limited and all instruction is provided in Korean.

**Q. Is Family Home Care an option at Osan?**

A. Family Home Care is an option, all personnel must be trained and houses must meet standards. Both positions that manage the program, inspect homes, and train caregivers have been vacant for quite some time so there are currently no approved FCC home caregivers. A local hire has been selected for one position and the other was recently re-advertised. Once these positions are filled and trained we will be able to start the FCC program again.

Youth Services has 2 open positions for trainers. The position is hard to fill, encourage qualified personnel to apply.

**Q. Volunteers working with the chapel or youth services require a background check. If the volunteer works in multiple locations, they are required to accomplish a background check through both agencies. Is it possible to share results between the agencies?**

A. Currently background check information is shared between the school and Child & Youth Services flight, FSS is working with the chapel to look into feasibility of sharing the results.

CPO has the equipment to digitally fingerprint and submit request for background check. Time for results has significantly reduced. Two positions who do finger printing were recently vacated. HRO will have both filled soon and will be able to discuss with the chapel on assisting with fingerprinting.

**LRS**

**Q. When will the base taxi contract expire?**

A. The current contract covers the entire Korean peninsula, not aware of expiration date. The base shuttle may be an option, it is owned and operated by Osan route changes can be discussed based upon need. Schedule is set based upon usage. All buses are equipped with GPS. LRS and PA are working with Google and Apple to provide real-time location on Osan AB App (ECD TBD by PA).

**Q. Parking at the front gate is limited, is there an age limit for children riding the base shuttle without adult supervision?**

A. The base shuttle primary user is the AD service member, all others are welcome to ride on a space available basis. Under 16 years of age requires adult supervision (NOTE: JAG has cleared this COA). Request a stop be incorporated by the base towers to allow more family members use. DOD policy precludes stops to a personal residence. NOTE: Commissary stop is a regular stop.

**Q. Who has oversight of 2<sup>nd</sup> vehicle waivers? It appears more families are receiving permission for a 2<sup>nd</sup> vehicle.**

A. Squadron commanders have authorization to approve a waiver.

**Q. Parking at the library, Checkertails and AAFES is very limited. Is it possible to put a time limit on some of the spaces to ensure availability?**

A. This will be taken into consideration. The standard process for sign requests is for organizations such as the Library, Checkertails, and AAFES to submit their reserved parking sign requests to the Traffic Safety Working Group through CE's Customer Service office. Those requests will be submitted to the quarterly working group for approval. Please work with these respective organizations (i.e. Library, Checkertails, and AAFES) to submit these requests to include how many parking spaces require limited durations signs as well as how long of a time they should say (i.e. 1 hour, 2 hours). The CE Customer Service Office can be reached at 0505-784-6226 or by email at 51ceservice.calldes@us.af.mil.

### **General Questions**

**Q. Where do we receive updates on typhoon preparation?**

A. PA will release an announcement on 6 September via social media. Visit [ready.gov](http://ready.gov) for additional information. September is National Preparedness Month, visit the Osan American Red Cross webpage for tips and tools. Osan has an Ad-hoc system that will notify personnel of important information. AD member can register family's phone number.

**Q. During the Air Show will visitors have full base access?**

A. Air Show visitors will walk through a cordoned area between the Morin gate and the flight line. They will not have full base access

**Q. Are Mental Health services available for children?**

A. Primary role of Mental Health is the AD member; however, the P3DT team will visit Osan 11-12 September. Referrals will be accomplished by the Pediatric Office, the team was developed to deal with children who have with mild autism and learning challenges. They will also address sleep issues and social behaviors.

Initial appointment will occur face-to-face and future services via telemedicine.

**Q. Minimum age of commissary baggers currently set at 16, can it be lowered to 14? DeCA personnel stated 51 FW/CC has authority to change.**

A. Before any changes occurs, need to ensure it does not violate SOFA agreement. Currently have a 6-8 month wait list, this change will have a significant impact on the wait list.

**Q. The removal of the curfew expires in 9 days, do you have an update?**

A. Information has been sent to 7<sup>th</sup> AF and USFK for review, no update at this point.

**Q. Can the weather app on the Osan App be updated?**

A. Yes, if you see anything that is not working on the Osan App please notify PA.

**Q. Can a website be developed for submission of base improvement ideas?**

A. Osan App has an innovation button; base improvement ideas received via this medium will be directed to the proper department. Ideas can also be submitted via the PA office

### **General Comments and Feedback**

Col Gonzales would like to continue the Town Hall, looking for feedback

Suggestions for topics

How do we gather feedback?

How do we encourage more spouses to attend?

Facebook Live was suggested as a platform

Advertise the ability to ask anonymous questions prior to the next event, allow spouses to submit prior to the Town Hall

Need to encourage NCSP families to attend and voice their concerns

Frequency, monthly or quarterly?

Feedback was received from several spouses thanking the various agencies for services provided. They were happy to see the helping agencies attend multiple events and spouses are aware of services in a relaxed setting.

Feedback was received, families are pleased the command sponsored billets are increasing. Spouses realize it's a privilege to live in South Korea and were thankful for the opportunity to live at Osan.