

MEMORANDUM FOR THE RECORD

Subj: TOWN HALL MINUTES FOR CAMP KINSER TOWERS

Encl: (1) Request for Information Tracker

1. On 7 and 21 February 2018, the Camp leadership hosted town hall events for the residents of Air Force Family Housing aboard base. The town halls were held in the tower multipurpose rooms to provide residents with a smaller forum and to enable to Camp Commander to answer resident's questions and concerns directly.

2. Facilitators

- a. Camp Commander, Colonel Scott R. Johnson, USMC
- b. Camp Director, Mr. E. Aaron Hill
- c. Camp Sergeant Major, Sergeant Major James Monroe, USMC
- d. The Camp Operations Officer, Operations Chief, and Facilities Chief were present to assist in answering questions and addressing concerns.
- e. Kinser Elementary School Principal, Ms. Lucille Southerland
- f. Marine Corps Community Services Coordinate, Ms. Joann Ninneman Nakama

3. Attendees. A total of 10 families attended the two meetings, in addition to the event facilitators.

4. Talking Points. The Camp leadership opened the meetings with introductions and then opened the floor to address resident concerns. The following updates were provided by the Camp Operations Officer.

a. Dog Park. The Camp Kinser Dog Park work order is in progress, in vicinity of buildings 910 and 911. Signs have been requested to be created, and supplies are being gathered to support the cleanliness of the park. The buildings in the area will remain in place until they are demolished. Residents are asked to assist in the cleanliness of the camp by picking-up after their animals.

b. Community Garden. The site survey was scheduled and executed for the Community Garden. Combat Logistics Battalion 4 (CLB 4) is supporting by creating sketches and developing a bill of materials. Once the bill of materials is developed, the sketches and self-help work request will be submitted to Facilities Engineering for approval. The Quality Recycling Program funds will be used to fund and maintain this community venture. Residents desiring to participate in the garden will be responsible for purchasing, planning, and growing their section of the garden. Specific policy for the operation and maintenance of the garden will follow as the project progresses.

5. Output. The Town Hall meetings were productive and informative for both residents and Camp Kinser Leadership. The below summarized outputs from the meetings. Resident concerns were recorded on the Camp's request for information (RFI) tracker, enclosure (1), which will be updated

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monthly on the Camp's Marines.mil page <<http://www.mcbbutler.marines.mil/Camps/Camp-Kinser/>>.

6. The point of contact regarding these minutes is the Camp Operations Officer, First Lieutenant Hannah Crawford, who can be contacted via DSN at (315)637-1645 or email at hannah.crawford@usmc.mil.

H. A. CRAWFORD
Camp Operations Officer, Camp Kinser

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RFI#	RFI Category	Initiating Date	Initiating Tower	Topic	Request for Information	Request Point of Contact	Office of Primary Responsibility	Update Date	Update
17-001	Safety	21-Sep	858	Girl Scouts	Would it be possible to get the Girl Scout Hut moved sooner rather than later? The current state causes concern for the safety of the girls.	kinsergirlscouts@usagso.org	Camp Operations	12-Feb	Alternate locations, such as the old Youth and Teen Center and Chapel are being considered as a temporary location. Time line is being developed with MCIPAC-GF.//UPDATE: Kinser is waiting for response from GS if the Chapel will suffice.
17-002	Safety	19-Sep	1086	Solar Shield for Outdoor Jungle Gyms	Would it be possible to get solar shields over the outdoor jungle gyms? The concern is that equipment is too hot between the months of May through October for children to safely play outdoors without getting burnt or suffering from heat exhaustion. There are no indoor locations for children to run and expend energy on base.	N/A	AF Family Housing	13-Nov	No, sun shades/screens have been a topic of discussion but aren't viable due to typhoons (manpower to remove and reinstall and cost due to damage).
17-003	Community	19-Sep	1086	Community Garden	Would it be possible to begin a community garden aboard Camp Kinser?	N/A	Camp Operations	1-Feb	A location has been selected and a site survey is being scheduled with CLB-4 IOT develop the bill of materials and ensure feasibility for a raised-bed garden. Maintenance/conduct/control of the garden is also being discussed.
17-004	Community	19-Sep	1086	Dog Park	Would it be possible to get a dog park aboard Camp Kinser? Currently, there are no locations to let dogs off leash.	N/A	Camp Operations	1-Feb	Camp Kinser Operations requested the gated area around the 900 series buildings to be redesignated as an MWR Outdoor Space that is dog friendly. The work order was submitted on 20 Sep. This project is being delayed as the facility is being considered as a location for the Girl Scout hut.
17-005	AF Housing Maint.	19-Sep	1086	Tower Maintenance	Maintenance is inconsistent and does not appear to address underlying issues, but only patch the problem. What is required in order to get maintenance done to repair underlying issues vice just putting a patch on it?	N/A	AF Family Housing	1-Feb	This concern has been voiced at every town hall for various items, from mold to patching the pipe to a garbage disposal. Camp Operaitons has asked residents to submit photos, apartment numbers, and tower numbers so that we can create a story board to submit to family housing. // UPDATE: The storyboard was submitted to AF Family Housign and the mold issues were addressed. Many of the towers are scheduled for renovations within the next 5 years, which will address the underlying issue.
17-006	AF Housing Maint.	19-Sep	1088	Tower Maintenance	Is there a preventative maintenance schedule? What PM is done to prevent maintenance problems from escalating.	N/A	AF Family Housing	13-Nov	Maintenance is conducted prior to families moving in. After that, the primary PM is regular changing of the air filter, which is the resident's responsibility to complete once a month.
17-007	Safety	19-Sep	1088	Environmental	It is believed by many that Agent Orange used to be stored aboard Camp Kinser. Additionally, there have been Radon gas studies. What are the study results for the Radon and Agent Orange?	N/A	Camp Operations and Facilities	25-Nov	Agent Orange was not stored on Camp Kinser. The Radon results were shared to commands for dissemination.

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17-008	AF Housing Maint.	19-Sep	1088	Tower Maintenance	Foremen have been damaging apartments when conducting repairs. Damage consists of scratching walls and other surfaces when moving large appliances. Residents are concerned that they will be held liable for the damage.	N/A	AF Family Housing	9-Feb	This RFI has been submitted. In the mean time, residents are asked to take photos of any damages and send them to Camp Operations. //UPDATE: Please have the resident document the damage and notify our office. As well, they can contact maintenance to report the damage from the work. While not all damage can be mitigated depending on the nature of the maintenance requirement, they should be taking precautions as well as repairing it. If there's damage to personal property, highly encourage them to document as well as ask to speak to a supervisor immediately.
17-009	AF Housing Maint.	19-Sep	1088	Tower Maintenance	Tower 1088 residents have noticed a sewage smell wafting from toilets occasionally. Residents are concerned about health and safety as the cause is unknown.	N/A	AF Family Housing	9-Feb	This RFI has been submitted. Residents are asked to submit work orders to address the concern and identify the cause. //UPDATE Forwarded to the maintenance supervisor to check into the smell. Is this tower wide or a few residents? Please have them call in a work order or create one online.
17-010	AF Housing Maint.	19-Sep	1088	Tower Maintenance	Residents have had significant issues with old/faulty appliances. Is it possible to get the appliances replaced, vice putting constant patches to keep them running?	N/A	AF Family Housing	13-Nov	Appliances are energy star qualified and meet requirements. They are typically replaced if called in for the same issue twice.
17-011	Communication	19-Sep	1088	Communication	Communication is not consist from the Camp to the residents. Residents requested use of the read boards, flyers, and email distribution (similar to Habu Bites), in addition to Facebook.	N/A	Camp Operations	25-Sep	Camp Operaitons is working toward bulding a ".mil" distribution for all personnel that work aboard Camp Kinser. Camp Operations will continue to post flyers. Camp Operations has created a Twitter account as well.
17-012	Construction	21-Sep	859	Utilities Outages	Would it be possible to consolidate the power outages and have them during different hours that do not disturb Saturday routines as much? Hours discussed in the town hall were from 0400 - 1400.	N/A	Camp Operations and Facilities and AF FH	9-Feb	This RFI has been submitted to the POCs at AF FH and FE. It will take time to address as it takes coordination with multiple branches of service and civilian entities. UPDATE: Power outages are tracked and there is a weekly meeting to ensure
17-013	AF Housing Maint.	21-Sep	859	AF Family Housing Maintenance Customer Service	There have been consistant complaints with the personnel receiving maintenance service tickets over the phone. Multiple residents brought up concerns regarding their Customer Service and the abrupt/rude manner in which they were addressed when requesting maintenance.	N/A	AF Family Housing	13-Nov	All customer calls are recorded/monitored. If a date and time can be provided, Maintenance Chief can find the recording and take necessary action if applicable.
17-014	Community	21-Sep	859	5 & Under Sports	Would it be possible for SMP to host or play with children that are 5 & under as MCCS will not do sports for that age group?	N/A	Sergeant Major	27-Sep	There is a person aboard Camp Kinser already coordinating 5 and under sports. The goal is to coordinate with SMP to increase awareness and formalize the program.

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17-015	Safety and AF Housing Maint.	21-Sep	859	Tower Maintenance	Elevators Dropping: Elevators in towers 847, 858, and 859 drop constantly, up to 3 floors at a time. Maintenance has come to repair the issue on multiple occasions, but it is still occurring. For tower 859, it is the smaller elevator on the right. For tower 858, it is the larger elevator on the left.	N/A		7-Nov	This item was addressed immediately and there have been no additional issues brought to Camp Operations
17-016	Safety	19-Sep	1086	Water Points	Would it be possible to get water points installed in highly trafficked physical training locations aboard Camp Kinser? There are water points along the Habu Trail on MCAS Futenma. The concern is safety during the summer months.	N/A	Camp Operaitons	3-Oct	Camp Operaitons is investigating the best locations for water points. The POC for making the water points is the Camp Hansen Brig. Camp Operations would be responsible for maintaining, which may impact manning requirements for the Camp.
17-017	Community	19-Sep	1088	Mothers of Pre-schoolers (MOPS)	Mother introduced MOPS and requested support to increase awareness of the program. Currently, the volunteer pool is small. MOPS would like support ot increase awareness and increase the volunteer pool.	N/A	Sergeant Major	29-Sep	Camp Sergeant Major socialized with SMP. Aligns with SMP's initiative to provide baby-sitting to families.
17-018	Community	19-Sep	1088	Family Events	Concern was brought up regarding inconsistency of family-oriented events aboard Camp Kinser. It appears as if there are not enough aboard the camp or that times are inconvenient. Tjower residents requested Saturday events, while other residents requested week day events. Other towers stated that the monthly Super Family Fun Night was sufficient.	N/A	Camp Operaitons inconjuncton with MCCS	3-Oct	First, we will increase awareness and advertisement of 'Super Family Fun Night' and re-address with residents to see if that is sufficient or if more events are needed.
17-019	AF Housing Maint.	21-Sep	859	AF Family Housing Maintenance	Residents noted brown water for the first week of moving in to their apartments in the towers. This was the case for multiple residents. The concern is whether the water was safe to drink. The problem was fixed by residents running water until the water became clear.	N/A	AF Family Housing	13-Nov	Brown water is caused by water sitting in the pipes for a long period of time between residents. Possible solution is for AF Housing Maint. To run the water prior to residents moving into their tower. A request will be sent to AF Family Housing.// UPDATE: Water is regularly tested by Bio and potable. Residents may find the water is off color if the unit has been vacant for a period and running the water for a few minutes should clear them. We will work to provide the residents with information regarding flushing the lines.
17-020	AF Housing Maint.	21-Sep	859	AF Family Housing Maint.	Would it be possible to get the maintenance metrics for housing abaord Camp Kinserj? What is requested regularly, what is the average repair time?	N/A	Camp Operaitons in conjuncton with AF Family Housing		Response times are as follows: 24 hours for an emergency, 40 hours for urgent, 30 days for routine. All responses are within the timeline.
17-021	AF Housing Maint.	21-Sep	859	AF Family Housing Maint.	The Maintenance process seems inefficient. Two to three personnel come to conduct the repairs, but only one does the actual maintenance, while the other 2 supervise. This appears inefficient as the other 2 foreman could be conducting repairs else where.	N/A	AF Family Housing	13-Nov	Safety as well as crews working together and/or sharing a truck due to worker-vehicle ratios. As well as other variables such as training, etc.

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17-022	AF Housing	21-Sep	859	Storage Rooms	The first floor storage rooms are not used to full capacity and the majority of residents do not use them as it is difficult to coordiante access. Would it be possible to get them redesignanted as multi-pupose rooms?	N/A	AF Family Housing	13-Nov	The storage rooms can be accessed by calling the inspector and scheduling a time to gain access. We do not use them as multi-purpose storage areas as members will often leave items unmarked (which may be left upon PCS) and/or items may be taken.
17-023	Community	21-Sep	848, 858, 846	Pool	Would it be possible to get the pool open year round? What is preventing the pool from remaining open?	N/A	Camp Operaiotns in conjunction with MCCS	7-Feb	<p>The guard staff is primarily high school students that are of limited availability/unavailable to work regularly until school is released for summer vacation. Those that are available during the school year would not be able to work until late in the day or on weekends.</p> <p>The number of pool users drops precipitously as the summer school break season is over and the weather turns cooler. The pool water temperature begins to drop to uncomfortable levels in late Fall and does not return to comfortable levels until late in the Spring. This drop in temperature correlates with a drop in swimmers willing to use the pool (this was evidenced by several occurrences of boiler outages at the Foster pools during the late Fall and Winter; as the temperature dropped, the swimmer load dropped) – actually the Kinser Pool has stayed opened until the first week of October, about one month after Labor Day for the past several years. MCCS operates 8 aquatic facilities on Okinawa. Only four pools are heated and budgeted to be open year-round to serve</p>
17-024	Commissary and Exchange	21-Sep	848, 858, 846	Commissary and Food Crt	Food court hours are limited, in particular the Food Court closes early for weekends. Also, the commissary closure on Monday causes inconvenience for residents who work weekends. Would it be possible to keep the Food Court open later on weekends and to keep the Commissary open on Mondays?	N/A	DECA and AAFES		This is currently being considered.
17-025	Commissary and Exchange	21-Sep	848, 858, 846	Commissary and Food Crt	Would it be possible to get a large water dispenser at the Exchange or Commissary? (For filling large water jugs)	N/A	DECA and AAFES	1-Feb	This is currently being considered.
17-026	AF Housing Maint.	21-Sep	848, 858, 846	Eagle Hardware	Eagle Hardware selection aboard Camp Kinser is very limited. What can be done to increase selection?	N/A	Eagle Hardware	13-Nov	Occupants are authorized to use any of the Eagle Hardware stores across island. The satellite stores (Kinser and Courtney) may not have as large of a selection. If details are provided on specifics we can address more thoroughly. Items such as light bulbs are a 1-1 swap. AC filters, drip pans, and dryer vent hoses are some of the most common and typically well stocked.

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17-027	AF Housing Maint.	21-Sep	848, 858, 846	Door and window seals	Doors and windows of towers have gaps that allow water in during heavy rain storms. Additionally, windows and doors will shake, at times violently, during storms. Maintenance corrects the issue by adding foam tape and carpet to shim the doors. What is required in order to properly solve the problem, vice just patching it.	N/A	AF Family Housing	13-Nov	Gaps allow the windows to open and close, heavy rainstorms/typhoons are going to penetrate despite sealing measures. There is a project to replace the windows at Kinser due to age/efficiency.
17-028	QRP	21-Sep	848, 858, 846	Recycling Bins	Would it be possible to get more recycling bins in public facilities, such as the library, community center, etc. Currently there are none in these areas.	N/A	Camp Operations in conjunction with MCCS	1-Nov	Recycling Bins are located at the community and education center, as well as the Surfside.
17-029	AF Housing Maint.	21-Sep	848, 858, 846	Maint. Parking	During the day, facilities maint. Worker vehicles use 15 min parking and block handicap, loading and unloading zones. Would it be possible for them to park in a location that does not block this parking and zones.	N/A	AF Family Housing		Maintenance Craftsmen are carrying tools, other large heavy items (sinks, toilets, AC units, etc) and parts. They are authorized to park as close as possible to facilitate loading/unloading. If the vehicles are parked for a prolonged duration, please call AF Housing Maintenance with the license plate number.
17-030	Exchange and Commissary	21-Sep	848, 858, 846	Price Variances	Residents noted discrepancies in pricing between Camp Kinser Exchange and Commissary compared to Kadena and Foster. Residents are concerned regarding the variance in prices as Kinser is more expensive.	N/A	Camp Operations	31-Oct	Camp Operations will investigate to confirm price variances then address with AAFES and DECA.// UPDATE: Prices for the same products were compared at multiple commissaries on the same day and no variances were found.
17-031	Exchange and Commissary	21-Sep	848, 858, 846	Shoppette Hours	The shoppette doesn't open until 0700. A line begins forming at 0630. Would it be possible to get the hours changed?	N/A	AAFES	1-Nov	Exchange Shoppette hours changed to open earlier to allow for morning purchases.
17-032	AF Housing Maint.	21-Sep	848, 858, 846	Birds nesting	Birds create nests on tower patios. Maint does not remove the nests, but leaves them in place. Would it be possible to get nets hung on tower patios, similar to what is seen on Kadena and Foster, to prevent birds from nesting on resident patios?	N/A	AF Family Housing	13-Nov	Birds and nests are a consistent issue across all installations and homes on island. The member is charged with removing them once they occupy the unit.
17-033	Communication	21-Sep	848, 858, 846	Communication	Would it be possible to have the spouse, vice service member, the primary POC for the elementary school and housing? Or provide spouse and service member the option?	N/A	AF Family Housing and Elementary School	13-Nov	Upon check-in, service members are asked if they would like their spouses to be able to conduct housing business. They are also asked to provide their spouse contact information so we may contact them if the service member is unavailable. The service member is the primary as they are financially liable for the unit. If this is not being done upon check-in, please notify the main FH branch.
17-034	AF Housing Maint.	21-Sep	848, 858, 846	Appliances	Maintenance seemse to patch/repair appliances constantly? At what point will they replace the appliances instead of repairing the same issue multiple times? Additionally, the new appliances are poor quality? Who determines what appliance to select?	N/A	AF Family Housing Maintenance	13-Nov	Appliances are energy star qualified and meet requirements. They are typically replaced if called in for the same issue twice.

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17-035	Community	26-Sep	848, 858, 846	Theatre Hours	Would it be possible to increase late night show times?	N/A	MiyagiR@aafes.com	9-Feb	RFI sent to Mr. Miyagi
17-036	Community	26-Sep	848, 858, 846	Theatre Seats	Can we get the seats in the theatre replaced?	N/A	Camp Operations	29-Sep	Trying to determine POC for maint.
17-037	Community	26-Sep	848, 858, 846	Indoor Gym Facility use	Would it be possible to allow children, 5 and under, to use indoor basketball court facilities with parent supervision?	N/A	MCCS	7-Feb	Age limitations are established to ensure a safe environment for all fitness center patrons. These guidelines within MCO 1700.29 have been developed with the safety of children in mind. Therefore, Youth ages 11 years old and younger are not allowed in the fitness center unless they are participating in a program specifically for the children in this age group, or are spectators in an organized athletic / special event. All youth in this category must be under the direct supervision of an adult 18 years of age or older. MCCS Okinawa has determined: Youth 10 years of age or older are authorized to utilize the basketball courts without adult supervision. Youth between the ages of 6-10 are authorized to utilize the basketball courts only with direct adult supervision. Unless provided as a service by youth sports, direct supervision is defined as: * The sole responsibility of the parent or legal guardian, to supervise and care for their child. * The parent or legal guardian cannot leave the child unattended anywhere in the
17-038	AF Housing Maint.	26-Sep	848, 858, 846	Tower Renovations	What is the current projected schedule for tower renovations?	N/A	Camp Operations	1-Feb	The schedule is FOUO. It has been provided to tenant commands.
17-039	Community	29-Sep	847	Holiday Events	What community holiday events are available? Would it be possible to have community dinners for Thanksgiving and Christmas?		Camp Operations	1-Feb	There is a person aboard Camp Kinser already coordinating 5 and under sports. The goal is to coordinate with SMP to increase awareness and formalize the program.// UPDATE: MCCS, USO, and SMP have increased community outreach and community involvement in these programs has increased.

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RFI#	RFI Category	Initiating Date	Initiating Tower	Topic	Request for Information	Request Point of Contact	Office of Primary Responsibility	Update Date	Update
18-001	Community	7-Feb	869	Dog Park	When will the dog park be formally in operation?	N/A	Camp Operations	1-Mar-18	The area is currently available for residents to use. Residents are requested to clean-up after their pets. An official opening date has not been determined yet, pending completion of work requests for the creation of signage and trash receptacles.
18-002	Construction	7-Feb	869	Gate 4	When will Gate 4 be opening?	N/A	Camp Operations	1-Mar-18	The gate is scheduled to open March 2019. This date is subject to change.
18-003	Commissary	7-Feb	869	Commissary Hours	Would it be possible to have the commissary open later, at least one evening a night? Would it be possible to adjust hours when demand increases?	N/A	Commissary	1-Mar-18	This request has been sent to the Commissary for determination.
18-004	Family Housing	7-Feb	869	Heat in the Towers	Currently, the towers are very cold, they do not produce heat (869). Would it be possible to get heat in the towers for the colder months (January, February)?	N/A	Camp Operations ICW Family Housing	1-Mar-18	This question was sent to Family Housing. The family housing towers use a central heating, ventilation, and air conditioning system. Due to the system design, residents can not individual control their apartment temperature and the system will either provide heated air or cold air. Due to the temperature fluxuation daily in Okinawa, humidity, and the tendancy for mold to grow, the air conditioning will remain on year-round. If residents note it being colder in their homes; they are asked to turn the units in their apartments off to prevent additional cooling.
18-005	Family Housing	21-Feb	846	Mold	Currently, mold is beginning to grow again in tenant apartments. There is concern that as the seasons continue to warm, the issue will get worse. Residents continue to clean the mold; however, it continues to return in the same locations. Resident's would like to know what is being done to identify and address the root cause of the mold in the facilities	N/A	Camp Operations ICW Family Housing	1-Mar-18	This concern has been voiced to Family Housing. The Camp is awaiting response.
18-006	Family Housing	21-Feb	846	Pests	Over the past several weeks, there has been an infestation of gnats in tower apartments. This is not isolated to one apartment or tower. Residents have reported the gnats entering thei homes through gaps in window and exterior door sealings. Entomology has not been responsive. Residents request Family Housing to conduct maintenance to better seal exterior doors and windows and for entomology to assist in preventing the return of the pests.	N/A	Camp Operations ICW Family Housing	1-Mar-18	This concern has been voiced to Family Housing. The Camp is awaiting response.
18-007	Family Housing	21-Feb	846	Change in Residence	Several residents voiced concern regarding living in family housing and desire to move either off-base or to another camp for the following reasons: (1) their family is too large in size to live in their current assigned apartment, (2) the sponsor has changed work locations and is experiencing a commute longer than an hour to Foster daily, (3) the sponsor is an E-6, which is a SNCO for the Marine Corps, and desires to be located in SNCO housing	N/A	Camp Operations ICW Family Housing	1-Mar-18	This request has the Camp Commander's full engagement and is being discussed at the General Officer level. Information will be passed once a decision has been made regarding these concerns.