

MEMORANDUM FOR THE RECORD

Subj: TOWN HALL MINUTES FOR CAMP KINSER TOWERS

Encl: Request for Information Tracker

1. From 19 through 28 September 2017, 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.

3. Attendees

- a. On 19 September, Tower 1086 had representation from approximately 25 families in attendance, with the preponderance of rank being E-5 and E-6.
- b. On 19 September, Tower 1088 had representation from approximately 15 families in attendance, with the preponderance of rank being E-7.
- c. On 21 September, Tower 859 had approximately six families in attendance, with the preponderance of rank being E-4 through E-6.
- d. On 21 September, Towers 848, 858, and 846 had representation from at least 20 families, with rank being E-7 and above.
- e. On 26 September, Towers 1087, 848, 859, and 858 had approximately six families in attendance, rank being E-6 and below.
- f. On 28 September, Tower 847 and 872 had approximately 20 families in attendance, consisting of officers.

4. Talking Points. The Camp leadership opened the meetings with introductions and talking points discussing their focus for the residents of Camp Kinser.

a. Camp Commander

(1) Introduction and Command Philosophy. The Camp Commander introduced himself to residents, providing his experience aboard Okinawa, family, and Command philosophy. He has been

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on island for over 8 years, 4 years during a previous tour, and over four years this tour. This is his first tour working aboard Camp Kinser. His family lives in Ishikawa. His command philosophy is that of “mission first, people always” and he wants to ensure that the quality of life for residents does not deteriorate over the years as tenant agencies begin to relocate.

(2) Emergency Services and Response. The Camp Commander briefed the importance of being prepared in case of emergencies aboard Okinawa.

(a) AtHoc. The Camp Commander briefed AtHoc as the primary emergency notification system. Many residents were not, so he explained what the system was and how military members can enroll their spouses.

(b) The Camp will be holding monthly table top exercises that will culminate in exercises that incorporate residents.

(3) Communication. The Camp Commander’s primary concern for discussion was what the Camp could do to improve communication to residents, both for emergencies and routine notifications.

b. Camp Sergeant Major

(1) Introduction. The Camp Sergeant Major introduced himself, providing his experience in the Marine Corps and Okinawa and family that is here and abroad. He has served in the Marine Corps for over 27 years, has been on island for over 2 years, previously serving as the Sergeant Major for 3d Intel Battalion, and has one child in high school on island, with another in college in the United States.

(2) Family and Marine Resources. Sergeant Major Monroe spoke regarding the Single Marine Program (SMP) and the Marines interest to get families and residents involved in the SMP. Ideas include a date night baby-sitting program where Marines interested would provide child care so that parents could enjoy an evening out. Other ideas including a dog day where Marines could pet and play with residents animals. Sergeant Major Monroe also reminded families that the United Service Office (USO) is available to families and has events going regularly.

(3) Marine Corps Community Services (MCCS). Sergeant Major Monroe mentioned resources available to residents provided by MCCS. He also mentioned the new club manager that joined the Camp Kinser Team, and plans to bring buffets back to the clubs on Camp Kinser. He asked residents to provide feedback so that we can continue to improve services to families.

c. Camp Director

(1) Introduction. The Camp Director introduced himself, providing his experience in the Army and explaining his motivation as the Director to impact service members and families. He explained that his desire is to find a way to get to yes to support residents aboard the Camp.

(2) Construction. The Camp Director addressed concerns regarding construction aboard the Camp and the eventual closure of Camp Kinser. Camp Kinser is scheduled to close no earlier than 2025. The Government of Japan is funding the current construction projects, which serve two purposes, to return land to Okinawa and also meet security requirements per United Federation Code (UFC).

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5. Requests for Information. Following introductions and opening comments, the floor was made open for a question and answer session. Requests for information (RFIs) and concerns were recorded by the Camp Operations Officer for each tower. At the beginning of each town hall, the Camp Operations Officer reviewed previous concerns, which were re-emphasized by residents of each tower. RFIs are recorded in the enclosure according to the tower in which they were originated. Status for each RFI is provided in the enclosure.

6. Output. The Town Hall meetings were productive and informative for both residents and Camp Kinser Leadership. The below summarized outputs from the meetings.

a. Town Hall Interval. Residents requested to continue to hold town hall meetings. Recommended occurrence was quarterly based upon the constant movement of families in and out of Okinawa.

b. Communication. The most consistently requested form of communication that was requested were to continue to post flyers on doors and read boards of facilities. The Camp will continue to use flyers, and work toward linking all forms of social media, including the tower and camp pages, to provide consistent word to residence. Additionally, Camp Operations is working to create an email distribution similar to 'Habu Bites' aboard Marine Corps Air Station Futenma.

c. Construction. The construction schedule will be posted to Marines.mil to provide families with anticipated dates for gate openings/closures, as well as impact on traffic and commute for employees and residents. Gate 1 is anticipated to open December 2017. Gate 2 is anticipated to open February 2018. Gate 4 is anticipated to close March of 2018. Gate 3 will close once Gate 4 construction is complete. Gates 3 and 5 will remain closed for emergency and special event use only. Construction hours will confirm to tower quiet hours so as to minimally impact families.

7. 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.



E. A. HILL
Camp Director, Camp Kinser



S. R. JOHNSON
Camp Commander, Camp Kinser

Resident Request for Information Tracker

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	25-Sep	Request for information was sent to the Chapel and Elementary School for temporary storage until the SMP moves to their new location.
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		
17-003	Community	19-Sep	1086	Community Garden	Would it be possible to begin a community garden aboard Camp Kinser?	N/A	Camp Operations		
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	20-Sep	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.
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	25-Sep	This concern has been voiced at every town hall for various items, from mold to patching the pipe to a garbage disposal. Camp Operations has asked residents to submit photos, apartment numbers, and tower numbers so that we can create a story board to submit to family housing.
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		
17-007	Safety	19-Sep	1088	Environmental	It is common knowledge 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		
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		
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		
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		

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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 Operations is working toward building 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		
17-013	AF Housing Maint.	21-Sep	859	AF Family Housing Maintenance Customer Service	There have been consistent 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		
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.
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			
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 Operations	3-Oct	Camp Operations 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 to 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. Tower 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 Operations in conjunction 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.

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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	3-Oct	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.
17-020	AF Housing Maint.	21-Sep	859	AF Family Housing Maint.	Would it be possible to get the maintenance metrics for housing aboard Camp Kinser? What is requested regularly, what is the average repair time?	N/A	Camp Operations in conjunction with AF Family Housing		
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		The RFI will be forwarded to housing as to why supervision is required.
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 coordinate access. Would it be possible to get them redesignated as multi-purpose rooms?	N/A	AF Family Housing		The RFI will be forwarded to housing.
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 Operations in conjunction with MCCS		RFI will be forwarded to MCCS to answer why it can't remain open year round.
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 AAFFES		RFI will be forwarded.
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 AAFFES		RFI will be forwarded.
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		
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		
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		
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		

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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	Camp Operations will investigate to confirm price variances then address with AAFES and DECA.
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	Changes in hours are being considered based upon morning foot traffic.
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	
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	
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 pour quality? Who determines what appliance to select?	N/A	AF Family Housing Maintenance	
17-035	Community	26-Sep	848, 858, 846	Theatre Hours	Would it be possible to increase late night show times?	N/A	AAFES	
17-036	Community	26-Sep	848, 858, 846	Theatre Seats	Can we get the seats in the theatre replaced?	N/A	Camp Operations	Looking into who is responsible for theatre maintenance.
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	
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	Camp Operations will post the schedule on Marines.mil
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	Camp+A1:J40 Operations will investigate to determine what free event can be scheduled.