



## 2014 Archive

**Q: I am wondering why doesn't the 481-NEWS get updated accordingly. In the past, the information provided on 481-NEWS used to get updated whether we (AAFB) were working under normal operations or not. It ALWAYS got updated!!! It is however, no longer this way. EX...this morning it was snowing, so a lot of our employees called 481-NEWS, and of course, it gave us info from Jan. 22, the last time it was updated. The time before that, we also had bad weather in the morning, and the info hadn't been updated in 3 months!!!! It doesn't take much to have someone update this info early in the morning, or throughout the day, for the off-shifts, so we can have an idea of what's going on, or whether to show up to work or not, especially if we live out of town....i mean, even if its updated to "TODAY, such and such date, WE ARE UNDER NORMAL OPERATIONS". Any help would be greatly appreciated!**

A: Dear Team Member,

Thank you for bringing your concerns to my attention. Keeping Team Altus safe and mission ready in times of inclement weather is extremely important to me, and the 481-NEWS hotline is one of my chosen outlets to disseminate information. Since its inception, Command Post controllers have updated the hotline message to communicate delays in reporting or base closures. In an effort to provide better customer service, controllers now include updates whenever the base receives a Weather Warning for heavy snow or ice. This type of update includes the date and then repeats that the base is still open.

Rest assured, controllers will update the hotline when the base is impacted by inclement weather, but in the absence of updates, Altus AFB personnel should

assume normal operations are in effect. This policy strikes the optimum balance between honoring the valuable time of our Airmen and effectively relaying vital weather information.

Thank you again for your submission to my Commander's Corner.

**Q: The base pool, like many other bases, has a 15-minute "adult only" swim time every hour where children have to leave the pool and slides, and wait it out in the kiddie pool. The main reason I go to the pool is for the entertainment of my children, so spending a quarter of the time there with the pool and slides off-limits to them is not ideal. I don't think we really get in the way of the adults. I can't speak for everyone, but I always see a lot of families there, who I suspect would agree. Does the commander have any discretion for this policy? Could we do a survey on whether to change it? If so, could we choose to reduce or eliminate the adult swim?**

A: Dear Altus Team Member,

Thank you for the opportunity to address your question. Adult swim periods serve multiple purposes that aren't always readily apparent. Most importantly, it provides our strongest intervention in the management of exhausted children, who without rest, present the potential for water struggle/drowning and it also helps with the management/prevention of fecal/urine/vomit from children eagerly committed to their play in the water. Early in a swim season, it also helps with management of hyperthermia; it does not take much exposure for younger children in waters less than 75 degrees for this to occur. In addition, Air Force

guidance requires us to provide at least a 10 minute break each hour for lifeguards. This is a safety protocol to ensure that maximum focus from our guard staff is maintained. Lastly, the 15 minute time isn't limited to adults only, it also provides time for parents with children under 3 years of age to enjoy the "big" pool together.

Thank you again for your submission to my Commander's Corner.

**Q: I actually have one question and one concern. My concern is in regards to the lawn care in base housing. My wife and I have been stationed here for almost 4 years, and we have lived on base our entire tour here. Within those 4 years this is by far the worst lawn care contractor there has ever been. My wife plants flowers in front of our house in the flower bed and the lawn care people came through with their weed eaters and cut them all down. They do not mow the grass on a regular basis and when they do mow the grass they go so fast it actually tears up the lawn as opposed to making the yard look nicer. I understand it is a lot to ask for a contractor to cut all the grass in base housing however, I take a lot of pride in how my house looks and would hope the lawn care contractor would take some pride in their work.**

**My question is in regards to the giant voice/weather alarm. I live in the most north west corner of the base. Is there any possibility of getting a giant voice/weather alarm installed in that general area. I deployed last year and the weather was not very nice and my wife said that a tornado touched down in Blair, and if it had made its way to Altus she never would have heard the alarm go off. We have 2 alert radios in the house one in the kitchen and one in our bedroom but in my mind the more alarms the better our chances. Not only can we not hear the weather alerts but also in most cases we cannot hear revile, retreat, or taps.**

A: Dear Team Member,

Thank you for your question, your concern, and the pride you take in your home's appearance. We share that pride. To that end, Balfour Beatty Communities (BBC) strives to provide quality service to housing residents, and they welcome feedback. If the lawn maintenance contractor has caused damage to your yard

or personal property, please notify the BBC Community Manager or Facility Manager as soon as possible so they can respond and view the damage. BBC will then arrange for the contractor to repair the damaged area to its original condition. You can contact the BBC Community Manager, Mr. Johnson, at 379-4002 and the BBC Facility Manager, Mr. Carter, at 482-0073 during regular duty hours.

In answer to your question, Giant Voice is intended to be heard outdoors. In fact, Command Post, the Communications Squadron, and the Civil Engineer Squadron coordinate to ensure it can be heard at all locations outdoors on base. The weather radios provide indoor notification. While there are not currently any plans to build additional Giant Voice towers, there are other ways to keep your family informed of weather alerts, such as smart phone apps, police scanners, and the ATHOC system. The CE Emergency Management Office will gladly discuss these alternatives, and they can be reached at 481-5388.

**Q: My husband and I along with several friends attended the Mother's day brunch held by the club. This was the first time we had been to the club since his retirement 11 years ago, because of the bad reputation it has for poor service, and food quality. The Mother's day brunch was the best meal, service and atmosphere that we have ever experienced in Altus (we arrived here in 1992) and the best really since we were stationed overseas. The food was cooked to perfection, the service was exquisite, the presentation was perfect we were all very pleased...and when told that a Father's day brunch would be held we all told them make our reservations now!!!! You can then understand our disappointment then when we were informed the Father's day had been cancelled. Upon contacting the club I was told it was the decision of the upper echelon of the base to cancel this function. With so little being offered throughout Altus and on the base it is my question as to why this decision was made. Thank-you for your attention to this matter and I hope in the future the club will start being the place to go again where you can enjoy a meal, good company and atmosphere, at an affordable price.**

A: Dear Altus Team Member,

Thank you for your kind words about our staff at Club Altus...we really appreciate your feedback and support

of our Club programs. Unfortunately, we decided to not have a Father's Day brunch this year due to the cost associated with Sunday Brunches combined with the fact that our Father's Day Brunch has historically had very low attendance. However, I will ask the Club staff to consider menu and labor alternatives to try to keep the cost down with the hope offering a Father's Day Brunch next year. In light of the circumstances, I would like to offer you a Sunday Brunch on the house when we start them again in September. Please contact Ms. Sue Smith (481-7034) at Club Altus to receive a certificate for a free Sunday Brunch, for you and your family. Thank you for being a loyal Club supporter!