

Town Hall Meeting Questions and Answers:

Due to modification to Ordinance Road we will close the South Gate March-Sept. The Jasmine Gate will be open when construction starts. We are going to be routing our commercial traffic through the Main gate during this time. It will cause back-ups at the main gate.

The active shooter exercise has been postponed until after the Consolidated Unit Inspection.

Base visitor access: An escorted visitor must remain with their sponsor at all times and ride in the same vehicle--no background check is necessary.

An unescorted visitor must be vetted or background checked before they can have access to the base. Vetting will be completed at the small building next to the south gate.

Walgreens does not accept Tricare. Local Tricare Pharmacies include 97th Medical Group pharmacy, Walmart, Rexco, and Bunker Hill.

Co-pays are increasing. Standard brand name drugs will go up about \$9.00. Non-formulated drugs are going up from \$19 to \$44.

Patient Travel, active duty will be paid 55 cents per mile no matter what. For dependents it is different. We will reimburse you for actual expenses if you are going more than 100 miles. Fill up our gas tank before you leave town, keep your receipt, and if you eat out during your appointment keep your receipt for that also. When you return to town fill up your tank again and keep the receipt. Bring all of that in and we can help you get reimbursed. Call 481-5109 for questions.

Contact List:

Col. Anthony Krawietz, 97th Air Mobility Wing Commander

Col. Casey Eaton, 97th Air Mobility Wing Vice Commander

Lt. Col. Trent Falon, 97th Force Support Squadron Commander

Michelle Mackey, AAFES General Manager

Gayle McGrath, Altus Commissary Store Director

Bob Baker, 97th Force Support Squadron

Kevin Burnett, 97th Force Support Squadron

Corrine Eckstrom, 97th Force Support Squadron Marketing Director

William Belles, 97th Civil Engineer Squadron

AAFES

Q: Why is the base theater closed?

A: (Col. Krawietz) The base theatre is closed because there have been losses in excess of \$10,000 every year since 2004. Also, starting in January there is a requirement for the equipment to be replaced with digital equipment. The cost would be about \$120,000 to make the switch to the digital format, which is economically unfeasible to continue to operate the base theater. We own the base theater, all the equipment is still there and Chief Fish is working with Airmen to figure out how we can operate it ourselves.

Q: Why is the BX so much smaller?

A: (Col. Krawietz) The store has shrunk the square footage, because the sales do not justify the time, effort and inventory spent on that square footage. The bulk of their profits and sales occur in the Shopette and it is largely on alcohol, tobacco and gasoline.

AAFES will keep an eye on the operation there and if we have population growth or we have business growth that justifies moving the walls back out, they are willing to be flexible with that and offer items that they believe and we believe can sell.

Q: What is the current state with floor space at the BX and Clothing sales?

A: (Michelle Mackey) Right now what you see as floor space will stay the same. The space that we formerly occupied isn't being converted so it will be available should a demand ever arise for it.

We have really tried to promote our shuttle (delivery) program. The program is available to members who want an item that is not available at our BX, but is in stock at Fort Sill--the item will be delivered to Altus AFB at no charge to the customer.

Q: As we look at ways you might slowly bring items back, what is a critical mass point, and what do we need to do to request these items.

A: (Michelle Mackey) The best way would be the customer comment system that you can reach that through the ICE system or shopmyexchange.com. You can also fill out a comment card in the store.

Q: What is the process for using the Shuttle (Delivery) Program through the exchange?

A: (Michelle Mackey) You would identify whatever product you are looking for to the cashier and they would contact Fort Sill to see what they had available, and would get it ordered for you.

Q: Is there any way you could shuttle personnel back and forth to Fort Sill?

A: (Michelle Mackey) We have a merchandise delivery service, but nothing for transporting people.

Q: How could I request a certain kind of alcohol in the Shoppette?

A: (Michelle Mackey) You just need to put in a request with the Shoppette staff and they will see what is available for them to order and they will let you know when it comes in.

Q: If someone had purchased the tire hazard warranty how can they get their tire fixed now that the tire shop is closed?

A: (Michelle Mackey) You can go on your own to somewhere in town to have your tire repaired and we will reimburse you.

Q: What is the timeframe that we have to wait to see changes made to the BX? How long is it going to take for you to see a change and bring the products back? How can we help you to be successful here?

A: (Michelle Mackey) The sales patterns will always be considered. If sales patterns change, population or traffic changes we would revisit it. What brought this change was a stark 20 year decline, very sharply over 10 years. It has been a decision that was a long time coming. If you added up all of our clothing sales from the different categories; footwear, sunglasses, cosmetics, jewelry, stationary, luggage, linens and sporting goods were equal to the soda sales. The items that are still there are there because they are what was selling.

Q: Is there any type of plan for leadership to make AAFES fully accessible to civilian employees and could we get some kind of stipend.

A: (Col. Krawietz) No, we do not qualify for any sort of active duty or civilian COLA type of payments. We don't qualify under a remote or isolated status.

Q: Is there any way we could turn the shuttle service into a service that transports Airmen back and forth to Fort Sill?

A: (Michelle Mackey) I don't have anyone qualified or insured to do that kind of transportation. I don't know if it is something that FSS can coordinate here on the base. We don't have any way from the AAFES side.

A: (Bob Baker) We at the 97th Force Support Squadron can look into developing some kind of program for transporting Airmen. But it will depend on demand.

Q: If AAFES is closed, what is next? Is the commissary closing and what can we do about it?

A: (Col. Krawietz) My opinion is that Altus AFB remains an unrepeatable asset across the nation. Our mission and capabilities are not repeatable, and from an operational standpoint, Altus AFB is efficient and good at what we do. We have a commitment from our leadership for centralized training today and into the known future.

Q: Is it a viable option to bring in a fast-food restaurant on base that would be competitive?

A: (Michelle Mackey) Breakfast and lunch are an option at the Anthony's pizza right now; unfortunately the sales do not support it. It makes about \$200 a day and to have a Subway you would need to be making about \$75,000 a month. The one we have now does about \$5,000 a month. We just don't have the traffic to justify an \$180,000 investment to set up a food activity that would clearly be a deep loss operation. So that is not a realistic operation right now.

A: (Col. Krawietz) All of these events depend on us going there and utilizing those facilities. It is up to us in the end to provide that traffic. Don't go if you don't want to go, but if we want there to be a success with our facilities it is up to us to traffic them.

Q: We want more options. It seems like it isn't making money because it doesn't have what we want. How do we stop that cycle? How do we get what we want so that we will go and spend money?

A: (Col. Krawietz) That's where we have to help ourselves. We need to get feedback and make it be heard. We have feedback mechanisms that we can give to our services to make the changes we want. Feedback mechanisms include: 97th Air Mobility Wing Facebook, chain of command, comment cards at all of the facilities, altusfss.com, and facility managers.

Commissary

Q: Could we expand the specialty food section for children and people with special food needs?

A: (Gayle McGrath) We (employees at the Altus Commissary) don't decide what is sold. We have a sales directorate that looks at everything. They look at how it sells before they decide if they are going to put an item in the commissary. Unfortunately Altus is one of the smallest commissaries there is. You can request items that we don't have on our shelves and we will do our best to get them. Sales drive products. We monitor movement of every item.

If you know a product is available at Fort Sill and we don't have it at Altus I can order it by the case, but then I have to buy it by the case. So a group of spouses can buy a case and split it amongst themselves.

Q: Why can't we get Boar's Head deli meat?

A: (Gayle McGrath) We can't get Boar's Head deli meat because the company refuses to do business with us because we are so small.

Q: Why doesn't the commissary have chicken?

A: (Gayle McGrath) Chicken is difficult because we are the last delivery on the list. If the chicken is not on the truck when it shows up there is nothing we can do.

Q: Why aren't we a higher priority for deliveries to the commissary since we are so far out?

A: (Gayle McGrath) One of the reasons we get our stuff later than the rest is because we are so far out. Because we don't order as much as the others, ours are put on trucks with deliveries for those other bases so we are going to get our later. The bigger commissaries get 5-6 deliveries a week, Altus gets two. We get deliveries on Monday and Thursday. We have food inspectors coming in at least once a week checking the dates on everything, so there shouldn't be any out of date meat. We have been asking our produce supplier why we are getting lower quality produce, and we have yet to get a reasonable answer. I will talk to my grocery managers to make sure the prepackaged meat is being checked for dates.

Q: Can we get a bigger diaper selection here?

A: (Gayle McGrath) Unfortunately our selection does not rest in our commissary, we have a sales directorate who decides what we available. If you know there is another item that is carried by Fort Sill, I can buy them by the case, but then you will have to buy them from me by the case.

Q: Can we get a sushi bar here?

A: (Gayle McGrath) Traffic is not large enough here. A sushi bar would be contract item. We would bring a contractor in to do that and it is not economically feasible for them because the traffic is not there. We have not gotten a contractor that will come out to Altus because they say the sales will not hold. I can't make the contractors do anything. We can request it but they are going to go through the past history to see if they will sell. We can suggest it again, but we would have to find a contractor who is interested in doing that.

Q: Can we try some of these different food items short term to see if they work?

A: (Gayle McGrath) I can only do that if the private contractor is interested in doing that. I can ask again and let you know the results.

Q: How do we know if our special request forms have been filed if we receive no feedback?

A: (Gayle McGrath) Either I or the store manager checks the special request box every day. I am normally at the commissary six days a week so if you would like you can stop by my office and

let me know that you have put a request in the drop box. I won't always be able to get the items you are asking for.

Force Support Squadron questions:

Q: Have you thought about doing a spouse advisory council?

A: (Lt. Col. Falon) We have done focus groups on a few different areas on base. We can do focus groups on any of our areas where we provide services. The problem is we had these focus groups and you did not know about it, so we are going to work on that.

A: (Corrine Eckstrom) Focus groups were advertised on the Force Support Squadron website, which is www.altusfss.com. We also have facebook and twitter and we are about to add Google plus and pinterest. These channels are out there for you to contact us and we will listen to what you want.

Q: Has there been reconsideration on the hours for the Freedom Community Center?

A: (Bob Baker) It is something we can address. Everything is demand driven. Please utilize our online media to give us your feedback.

<http://www.altusfss.com>

<http://www.facebook.com/altusfss2>

Q: Would we be able to create a crossfit type room at the Fitness Center?

A: (Kevin Burnett) If there is a desire to do other kinds of workouts, what do you need? Let us know what you need and we will let you know if we can get it. We are open to your needs.

Q: Is there a room that we could have a spouse co-op and we could take turns watching children so that the parents can work out?

A: (Lt. Col. Falon) That is certainly something we can look into. Space is also an issue. I understand the cost of the CDC. From the fitness center's stand point we can see what space we have available and we will pass the information on.

Q: Is there any way to build a family gym—open to every age group with new equipment?

A: (Col. Krawietz) We're going to figure out a way to get some new items.

Q: Is there a way that the fitness center can allow moms and dads to utilize a room in the fitness center to accommodate a "Fitness Center Drop-in Care" (Refer to Travis AFB, Calif.'s Program)

A: (Col. Krawietz) We're going to look into that—how it works exactly

Questions of services on base

(Col. Eaton) Don't let your voice go unheard. Take it up through the management of the facility, if you don't get satisfaction there bring it up through your or your spouse's chain of command and if you don't get satisfaction there take it to the Wing Facebook page.

Base Housing questions:

Q: Regarding paying for heating and utilities in base housing, will the home then become more energy efficient (i.e. upgrades) because it is hard to keep our homes cool in the summer and to keep them warm in the winter? Will the increase in our BAH rates improve our homes?

A: (Col. Krawietz) What is going to happen with our on-base housing is DoD will get an average of the electrical and gas and it will go into actual billing and as long as you stay at the average or below, you will not see any impact. If your house is currently inefficient and remains inefficient your bill should not change. If someone comes in later and uses a lot more energy, they will end up paying out of pocket.

Q: I want to know why it is so hard to get a 3-bedroom house for people with families.

A: (William Belles) When you first arrive, you are entered into a one-year lease. If your family does change, you are authorized an upgrade. Unfortunately, the primary responsibility for BBC is to house new coming members. Just because one is pregnant, it does not automatically authorize you a new home. By the policy, BBC can wait until after birth. And I understand that BBC has put service members without families in houses, and we are trying to fix that. All active duty members have priority.

Q: Are we keeping any active duty members waiting for a base house because of civilians living in base housing?

A: (Col. Krawietz) The answer is no we are not. If there are openings and no waiting list we will look for eligible civilians who have applied for housing.

Q: If we are raising BAH will we see improvements?

A: (Col. Krawietz) Yes, in the long term. The rise in BAH will allow us to fund these privatized housing developments over the long term.

Q: Would it make more sense for the housing office to be placing folks instead of the BBC so that there is no conflict of interest?

A: (Col. Krawietz) We owe you that answer, I don't know that answer, but we will get it for you.

Q: How can we get the street lights fixed and why are we told we can't install our own water filtration systems?

A: (Col. Krawietz) We will take care of it and see about getting those lights fixed. If you are just tapping into your own water lines and it is reversible then you can do it.

Q: Will the increase in BAH affect the mock billing of utilities?

A: (Col. Krawietz) A baseline has been set. It is based on your rate of use not the rate of charge. This will not begin until January of next year.

Local water questions:

Q: What is going on with the water supply?

A: (Col. Krawietz) The water has not exceeded EPA standards in any measurable degree that we know of. As far as we know and we test frequently, it has not exceeded any standards.

Q: How do we get the notifications of water issues in Altus?

A: (MSgt. Corey) The information is distributed on the Wing Facebook page, and you can also sign up for the alerts on the City of Altus website.

Q: Is there anything the base can do to put pressure on the city to do something about the water issues?

A: (Col. Krawietz) We monitor the water frequently, but it has never exceeded any federal guidelines we have. As far as we know it meets all the federal guidelines. We cannot influence how the city bills you on your utility rates.

Child development center questions:

Q: Can the Child Development Center provide compensatory days for months that have holidays?

A: (Col. Krawietz) The pricing that is pushed out is based on a full year of attendance, utilizing work days and holidays to track all of that. We need to research that.

Sequester questions:

Q: What is our contingency plan for sequester and furlough... etc. If we don't get paid we can't spend money anywhere?

A: (Col. Krawietz) We are seeing the result of congress in action. They approve our budget. Our budget is not approved. We plan for the reality that faces us. We have not implemented any of those. By planning for these things and outlining the direct actions that would have to take place

if a sequester kicks in we are presenting our best military advice to let them know the types of things that would happen if a sequester kicks in. But we don't know what is going to happen.

Road safety on base questions:

Q: Is there something we can do about getting lighted cross walks?

A: (Col. Krawietz) That is a safety concern. We will need to talk to safety and take a look at it. If we see one that warrants lighting then we need to take a look at what we can do.

Q: Concerns about road signs and speeding?

A: (Col. Krawietz) We're vigilant. Security Forces is out there all the time, if there are additional needs let us know. If you are having problems we need to know about them.

Giant voice and Rivers Elementary questions:

Q: Can we turn down the giant voice and why does the music play at 7 am in the morning?

A: (Col. Krawietz) It is our tradition and customs. Ours plays and will continue to play at 7 am and 10 pm.

Q: I can't hear the tornado sirens in my house can we turn them up?

A: (Col. Krawietz) We have the Weather Alert radios to supplement the giant voice in case the giant voice can't be heard over the weather.

Q: When will the pot holes at Rivers Elementary School be filled?

A: (From spouses) They have already been taken care of.