

BALFOUR BEATTY

What is being done to ensure the cleanliness of the parks and gym for the children in Balfour Beatty housing?

Balfour Beatty Communities have a maintenance technician assigned to each park within the community. They are required to accomplish a weekly inspection of each park to address any cleanliness or maintenance issues. If however, you encounter a problem at the park please call 734-1488 to report it so a maintenance technician can be dispatched to address the situation. The fitness room in the community center is cleaned weekly by the resident specialists or the pool attendant; however, if you notice an issue in this area please report it to the Community Management Office (734-1445) when it is discovered so it can be corrected. Parks and recreation funds are included in the 5 Year Capital and Replacement agreement. There has been \$150,000 allocated to housing parks and recreation for 2017. Some of this money will be used for repairs/upgrades for the playgrounds.

What roads are being repaved in housing and when? Is there a timeline of goals or metrics on how this is being tracked? (MSG will provide slide of map for Town Hall)

Balfour Beatty Communities recently had the 5-year Capital Repair and Replacement (CRR) budget approved by the AF. Part of this effort will address road repairs within the housing area. We are currently coordinating the dates with the contractor hired to accomplish this work and will coordinate the proposed dates for the road work with the required base representatives and then provide notice to residents of the schedule. The main road repairs scheduled for this year will encompass Ocean View Ave (between Utah and the Altimira neighborhood, near Crestview Elementary) and a portion of Korina Street (between Utah and Aspen St.). There are several other areas where slurry sealing and minor repairs will occur and residents in those areas will be notified as the schedule is solidified. Road repairs are included in each year of the 5-year CRR plan so this will be an ongoing effort and residents will always be notified in advance. Additionally, the AF is tracking Balfour Beatty's progress in executing the approved CRR budget and this is monitored quarterly by base officials and representatives of the Air Force Civil Engineer Center.

The repairs were conducted between 25 - 29 Sep in the following areas (All roads in housing are covered under the 5 Year Capital Repair and Replacement)

- Korina Ave between Utah Ave and Aspen St, repairs were conducted on 25 Sep – 28 Sep.
- Aspen St loop was slurry sealed one lane at a time between the 25th through the 27th
- Korina Ave will be slurry sealed one lane at a time between the 27th and 29th
- Laurel St was slurry sealed in its entirety on 27th of Sep
- Residents will be required to park on the opposite side of the street on days slurry sealing occurs on their side of the street
- Note: Slurry sealing will require between 24-48 hours to cure depending on weather
- 30 CES/CEIH has already coordinated Aspen loop sealing with 14 AF/CCs residence
- 30 CES/CEIH has coordinated w/TMO to coordinate for any HHG pick-ups/deliveries in this area during the week in question
- Only one address is affected and access will be available to that home

How can Airmen and their families living in base housing give honest feedback on changes that should be made?

Balfour Beatty Communities surveys residents via the Annual Resident Satisfaction Survey which is conducted by a 3rd party independent contractor (CEL Survey). This year's survey period was scheduled to begin on 30 Aug 17 at 1500 at the Balfour Beatty Community Center and ran through 1 Oct 17. The kick-off party at the Community Center was a circus themed event with free food, prizes and activities for residents who complete a survey at the event. Additionally, Balfour Beatty continued to deliver surveys to residents through 1 Oct 17. Surveys were then returned to the CEL Survey Company (the independent contractor) via the pre-paid postage envelope provided with the survey or by dropping them off at the AF Housing Management Office so they can obtain a raffle ticket for one of the many prize drawings. Balfour Beatty encourages all residents to participate in this survey. In addition, comment cards are available for the leasing, maintenance and lifeworks departments which can also be mailed for free to the Balfour Beatty Corporate office if desired.

Why is base housing so expensive? I'm a single airman and can't even afford to stay on base.

Single/unaccompanied Airmen renting a home in privatized housing are required to pay the with-dependent BAH for rent IAW the Fair Housing Act of 1968 and the lease agreement between the United States Air Force and Balfour Beatty Communities. Specifically the ground lease states rent must equal the with-dependent BAH for the senior service member in the home.

The target audience for family housing on base is active duty military families; however, when occupancy dips below 98% the project owner (Balfour Beatty Communities) can rent to other categories of tenants. The first category includes unaccompanied active duty personnel. However, to help off-set this cost Balfour Beatty has given single/unaccompanied active duty military who wish to reside in on-base housing the option to rent the home with another active duty military roommate(s). This enables the active duty roommates to split the cost of the with-dependent BAH rental rate reducing cost to less than the single rate BAH per person. The Fair Housing Act of 1968 prohibits discrimination in the sale, rental and financing of dwellings based on race, color, national origin, religion, sex, familial status, and disability. Because of this BBC cannot charge a single member less rent than a married member of the same rank. If on-base housing is too expensive for a single/unaccompanied Airmen there are times when the Unaccompanied Housing (UH) may be available to these individuals on a space available basis. Please contact the UH managers at 605-2048 for more information. Additionally, the AF Housing Management Office maintains off-base apartment and rental listings for the local community on the www.HOMES.mil website and can assist members in finding affordable off-base housing in the local community. They are located in the Balfour Beatty Community Center and can be reached at 606-3434/1840.

Base housing: it may be privatized but it needs to be looked at quality assurance wise.

The AF Housing Management Office and the Air Force Civil Engineer Center both perform compliance oversight to ensure the project owner (Balfour Beatty Communities) is meeting the terms of the ground lease with the AF. However, if you feel there is an issue we encourage you to bring it to the attention of Balfour Beatty Communities (805-734-1445) and/or the AF Housing Management Office at 805-606-3434/1840. Additionally, residents can participate in an annual survey to provide feedback which helps pinpoint specific issues/concerns to be addressed in the coming year.

How does Balfour Beatty maintain housing/roads/streetlights?

Minor repairs are handled as they occur via normal daily maintenance; however, larger repairs must be funded via the Capital Repair and Replacement (CRR) account. Recently Balfour Beatty submitted their 5-year CRR plan for approval by the AF and are currently working to schedule repairs. Residents will be notified of upcoming road repairs prior to the start date. If you notice a maintenance issue or streetlight in need of repair we encourage residents to contact the Balfour Beatty Maintenance department at 805-734-1488.

Why is full BAH taken regardless of rank and available housing?

For active duty military leasing a home intended for a lower category the ground lease between the AF and Balfour Beatty Communities specifies the rent will be adjusted to match the with-dependent BAH rate for the member assigned. Note, if Balfour Beatty begins renting homes to non-military tenants (due to low occupancy) the non-military member's rent cannot be lower than that charged to an accompanied active duty target resident for the unit; as such, Balfour Beatty would then be required to reduce the rent for any active duty members leasing a lower category of home to the same rate. The AF Housing office monitors this to ensure compliance and procedures are in place to ensure this would occur when renting to non-military tenants is implemented. The AF structured the Housing Privatization deals this way to maintain financial viability and long term sustainment based on the with-dependent BAH for members (many of the deals are structured this way). This policy is part of the ground lease and can't be changed without consent from both parties (AF and BBC) which is unlikely. Members who do not wish to pay the with-dependent BAH to live on base can choose to reside off base instead and the AF Housing Mgmt Office can assist in finding suitable off-base rentals.

•NOTE: There are exceptions to this rule. If the project owner is experiencing low occupancy in a certain category it can offer an incentive (i.e. lower with-dependent rate or a dollar figure off rent or some other incentive) to encourage occupancy. However, occupancy and demand for officer housing is high so this would not be the case here.

VAFB PROPERTY

Can Firefighter road be evaluated and reopened in order to aid with traffic flow in the mornings? Why has Firefighter road been closed?

Firefighter Road was closed last September during the Corral Fire. This road is primarily for utility access. The status of the road is under review and final determination of it being reopened will be made by the end of the year.

Are there any dedicated camping spots on base land? Would it be possible to develop backcountry/primitive campgrounds on base land? (MSG will provide slide for Town Hall)

Currently, there is only one dedicated camping spot on base land and that is located at our FamCamp facilities. Area in Pine Canyon is available and is used for camping currently (2 spots not overgrown). There is not a POC for the Pine Canyon camp area. FSS does not charge for this area or maintain it. It is an open area

for tent camping if desired. Over a gamut of reasons such as the lack of funds, drought, and fire safety, the area has not been properly maintained since 2011; 6 rusty campsites; no bathrooms/facilities available, campers may either drive up to a base facility that has open restrooms or use the natural terrain. Estimated \$10-15K for new tables, fire rings, grills and grounds maintenance. FSS plans to propose a refresh of some the Pine Canyon Campground areas at the next NAF Counsel. If funding is available and the NAF Council approves, then there is potential to begin the refresh in spring or summer of 2018. Environmental impact studies are currently being conducted to construct cabins and multiple tent camping sites at Wall Beach. With the environmentally sensitive nature of large portions of Vandenberg and the extremely high fire dangers that persist throughout most of the year, no additional camp sites are being developed at this time. The environmental studies are expected to be complete in mid-2018, with construction shortly thereafter.

Are there “drive-around” tours available for personnel on base? There were multiple questions about Airmen and civilians on base asking to tour some of the launch facilities.

Yes, 30th Space Wing Public Affairs has a self-guide, driving tour pamphlet for base personnel and their families to pick and tour the base at their own pace. The tour requires visitors to have authorized base access. Beginning at the Santa Maria Gate Visitor Control Center, the tour takes visitors through the cantonment area, north to the historic Atlas ICBM gantry, and then to the space launch complexes on South Base. Throughout the tour, visitors can see and read about launch sites, facilities, and geographic landmarks that make Vandenberg Air Force Base the unique and historic base that it is.

At this time there are no regularly scheduled tours to the space launch complexes for base personnel. Although 30th SW Public Affairs has a self-guide, driving tour pamphlet available to pick up at base lodging for base personnel and their families to tour the base at their own pace. In the recent past, the launch facility tours were available through the respective launch squadrons as a way to connect Airmen to the mission when vehicles were on the PAD.

Is it possible to increase the support of communication infrastructure on base from technicians?

We have a limited workforce to support communications infrastructure on base, but strive to meet the most mission-critical needs as soon as possible. We have a process for customers to upgrade the priority of their trouble ticket (existing service) or work order (request for new service). We're working to be more responsive to wing and mission partner needs by modernizing our infrastructure to technology which is more reliable and less maintenance/manpower intensive.

BASE SERVICES

Have there been any trends at the DFAC where an excess amount of civilians are causing the lines to be too long, thus having Airmen in tech school leave without their food? Is Breakers typically overcrowded by civilians during the breakfast and lunch hours?

The Food Service Office is unaware of any issues relating to an excessive number of civilians causing the lines to be too long for students. This subject was asked in the past and the Food Service Office monitored customer flow during peak hours.

As far as civilian overcrowding in the DFAC, we have not observed this as a trend. Tech School Students (130 ESM Members) have their own dining facility for breakfast and at lunch time they are bussed to Breakers at 1100 & 1115 hours. Typically our civilian population comes in after the students have already been served and seated, which is constantly monitored. Student service times have averaged about 8-10 minutes per bus load. The only area of concern in the dining facility is the seating capacity. During the weekday lunch service period, we have reached maximum capacity based on number of seats available. MSG may consider "reserving" seating for TT students if seating has been an issue.

Would it be possible to allow DOD civilians to purchase gas on base?

Both the exchange and gas stations are operated under the Army and Air Force Exchange Services (AAFES) umbrella. AAFES is an independent DOD agency and does not fall under the Air Force or 30th Space Wing. AAFES is an instrumentality of the United States Government and is immune from direct state taxation, state laws, and regulations that would interfere with its performance of its federal functions. As a result, only active duty and retired personnel are privileged to this tax exemption.

Why do base services, such as the commissary, bowling alley, and club close so early?

The exchange and gas stations are operated under the Army and Air Force Exchange Services (AAFES) while the Commissary operates under the Defense Commissar Agency (DECA). DECA and AAFES are both independent DOD agencies not under the Air Force or 30th Space Wing. However, we do have a close partnership with both and 30 FSS serves as the wing's liaison. The bowling alley and club are Non-appropriated Funds (NAF) activates under the 30 FSS.

Base services, such as the commissary and bowling alley, function identical to any other business located off of VAFB. These services are their own businesses and are required to pay personnel costs, utilities, marketing, maintenance, etc. By law, NAF facilities, with some exceptions, must be self-sustaining without taxpayer money. If NAF facilities lose money the wing must respond to the MAJCOM and possibly the Headquarters Air Force why operating costs were not covered and the plan to correct the deficiencies. The 30 FSS, AAFES, and DECA have adjusted their hours on several occasions to meet the requests of their customers. However, on each occasion, the foot traffic and revenue did not justify the late evening and weekend hours. Each quarter, these organizations review their data and look for innovative ways to better serve their customer base.

PROFESSIONAL DEVELOPMENT

Is there a system for dealing with the management of underperforming civilians?

Yes, the rater of the supervisor should be holding the supervisor accountable. The new performance program (DPMAP) highlights this, as it "Nurtures a high-performance culture that promotes meaningful and ongoing dialogue between employees and supervisors and holds both accountable for performance." The system is only as good as those that use it properly. If you have questions please contact the Labor Relations Office in the Civilian Personnel Section at 805-606-3641.

What processes are in place in regard to professional development for civilians?

Professional development is encouraged in conjunction with the performance plan. It is recommended that the supervisor collaborates with the subordinate to establish an Individual Development Plan (IDP). In some cases it may be a requirement of the position, which is called a Formal Training Plan (FTP), however, these plans are usually voluntary. It may also be required to be considered for promotion opportunities. There are development processes ran by functional career teams, but the processes vary due to downward guidance. VAFB also offers numerous professional and personal developmental opportunities such as

Classes taught:

- Microsoft Word, Excel, and PowerPoint, and Outlook
- Supervisory Communication Classes
- Goal Setting
- Time Management
- Motivation and team Building
- Conflict Resolution
- Evaluation and Reporting Skills
- John Maxwell Leadership Gold Series
- Doc Hunter's Servant Leadership
- Situational Leadership

Lessons we are currently building

- GI to Civilian cross-talks (panel)
- Executive writing
- Better Briefing Skills
- Performance Coaching
- Civilian Development plans and programs
- Interpreting non-verbal signals

E-mails are sent out to market the availability. As well as e-mails to civilians asking for development areas they would like to be provide.

Where can you find more of our services or information?

- Civilian Personnel: <https://30fss.com/civilianpersonnel>
- Military Personnel: <https://30fss.com/mps> NAF HRO: <https://30fss.com/hro>

Is there a program tailored to CGO mentorship? Have you considered “brown bag” lunches with Wing Leadership/Group Commanders?

Part of the CGOC's mission is professional development. We have had 3 lunch mentoring sessions to include a talk from Col Wood, bullet writing from Major Crandall, and a talk on the new officer promotions changes in regard to PME. We have also hosted a financial course for CGOs. One issue is that CGOC events are rarely attended in high numbers. We send out mass emails, outlook reminders, and have a new Facebook page for updates on professional development and other events. Our Facebook page is "Vandenberg CGOC". In conjunction with the CGOC, a Brown Bag lunch is on my (Col Hough's) calendar on November 9th at 1100 in the PCC for CGOs

Is there a program tailored to NCO/SNCO mentorship?

This quarter the Top 3 took over lead for the Mentor Connection. The Mentor Connection is aimed at Airmen, JNCO, and CGOs. Meetings are held the 3rd Thursday of every month at 1130 hours in the Education Center. The focus of the Mentor Connection is to provide professional development and mentorship on a consistent bases to Team Vandenberg Amn, JNCOs and CGOs.

Is it possible to give younger NCOs and Airmen the opportunity to lead Wing and Base events?

Airmen and JNCOs are able and have been leading wing and base events. Examples are the SSgt and TSgt Promotion Release Party's this year. Point of contact to participate in such events for Airmen and JNCOs is the Rising 6 private organization. I believe this question may be more in reference to opening emcee opportunities for wing and base events, as previously emcees were SNCOs only. This has changed this past quarter and the Top 3 held an audition for all ranks last month for future wing and base events.

CHAPLAIN/EO

Do Chaplains have a schedule of “walkarounds” in units? How do you ensure that you are visible throughout units?

The Chapel does provide regular visitation to all the units. Some units have the chaplain's office embedded. However, with a chaplain staff manning of 3 Chaplains until Feb 2018, the Chapel is developing a revised comprehensive visitation schedule to ensure the pastoral needs of the VAFB community are met.

What is the process in regards to recourse actions in cases of sexual harassment or harassment in general?

If you feel as if you have been harassed and feel safe speaking directly to the one doing the harassing; explain the behavior that has offended you, explain that their attention is unwanted, and what specific behavior is bothering you, and ask them to stop.

If you do not feel comfortable addressing the one doing the harassing directly, tell someone and put it in writing. Take notes on the harassment and be specific in your details — note the time and place that the behavior occurred; what was said and done, and anyone around who witnessed the behavior/incident/actions.

Tell your supervisor about the behavior and the steps you have taken to address it. If you do not feel comfortable speaking directly to the person harassing you ...

Come directly to the EO office

If you are a **military** member: The EO office will do a fact finding and inquiry (investigation) of allegations of sexual harassment when the military complainant has elected **not** to file an unlawful discrimination complaint with the EO office. The complainant and alleged offender may elect to participate in facilitation, and seek a mutual resolution. The EO specialist will inform the responsible commander(s) of the resolution of the complaint (to include specific information concerning any agreement reached). If a **military** member elects to use the informal complaint process they must use their unit commander to resolve sexual harassment complaints. The complainant and alleged offender will be advised that commanders retain the right to take administrative or corrective action they deem appropriate at any time. The EO Office will follow up every 5 duty days (until closure) to determine whether the complainant has decided his/her allegation(s) has been resolved, not resolved, or the complainant elects to file a formal complaint. The sole mechanism to appeal the disposition of an informal complaint of sexual harassment is to file a formal military EO complaint.

If you are a DOD **civilian**: **Civilians** also have the right to file an informal, and or a formal discrimination complaint with the EEOC (the federal agency charged with enforcing many anti-discrimination laws) via the EO office. Sexual harassment is a form of gender discrimination and is treated as any other form of discrimination. When a **civilian** employee communicates the intent to file sexual harassment complaint, the commander will advise the aggrieved person of their right to seek counsel from their local EO office.

The following measures can be taken against a perpetrator of sexual harassment: Oral written warning, reprimand, transfer, reassignment, demotion, reduction of wages, suspension, discharge, training or counseling of the harasser.

CASUAL LIEUTENANTS

What process is currently in place for finding suitable casual jobs for new Lts?

Each lieutenant is assessed based on education, merit, and personal abilities and are placed in a targeted temporary assignment on base. These jobs are assigned because of their ability to provide lieutenants "value added" experience in their AFSC. The 381st TRSS works closely with the host wing, the 30th Space Wing, to provide a much needed professional work-force in high-ops, low-manning units.

In regards to new Lt's coming to base without clearance: What processes are in place to fast track pay/computer access to allow Lt's to make an impact right away?

Pay issues are resolved through the 30 Comptroller Squadron. Pay issues that cannot be immediately resolved by the Finance Customer Service office require a Case Management System (CMS) file to be opened and processed. CMS files for 381st Training Group students are reviewed biweekly and tracked to resolution by the 381st Training Support Squadron Commander. Additionally, the 381st Training Group First Sergeant ensures any student experiencing pay issues or delays have access to sufficient funds to meet their immediate needs. Pay problems are not unique to Lieutenants nor directly related to security clearances.

The process to grant personnel without a security clearance access to NIPR net includes a Standard Form 86 review, background check by the 30th Security Forces Squadron, completion of cyber awareness training, computer access briefings, and approval by the individual's chain of command and Information Assurance Officer. This process is facilitated by the 381st Training Support Squadron Cyber Flight for students assigned to the 381st Training Group.

Is the process for casual Lt's computer access being expedited? There have been cases of some casual Lt's going weeks without computer access.

For members with an adjudicated security clearance, their unit's IAO Express Coordinator submits a network account request directly to 24 AF. 30 SCS has a role through the Interim Network Access Request (INAR) process only for those members without an adjudicated security clearance. Processing and approval within 30 SCS typically takes less than one week. The required contents of the INAR package are compiled by the user's unit, may take some time to obtain, and include: a signed request from the unit commander; certification that the unit security manager has validated the individual's pending security clearance and Cybersecurity Awareness training certificate.

MISC

How can we devote more attention/time to the care of the base museum?

Facility management of the Museum fall under the 30 SW/MU. However, 30 CES leadership has placed a renewed emphasis on Museum sustainment and is pursuing projects to repair fencing, roofing, and corrosion issues within the museum compound. Additionally, the CE Electric Shop spent much of this spring replacing power poles and transformers to ensure consistent power for the museum complex. Supporting the sustainment needs of the Museum is a priority that the 30 CES takes seriously. We will continue to pursue all feasible maintenance in conjunction with the recommendations and support of 30 SW/MU.

When will we be getting the new cloud-hosted email? Does it work differently? How will we be notified?

The entire base is currently scheduled to migrate to the new cloud-hosted email system in mid-November. We will provide lots of advance notice and information to every user on base via email and other channels including user instructions and answers to Frequently Asked Questions.

Is it possible to open a portion of the flight line to be used as a community racetrack? Proceeds would be donated to charity.

Recommend not opening a portion of the flightline to be used as a community racetrack:

“IAW AFI 13-213 "AIRFIELD DRIVING" para3.2.10.1: Privately Owned Vehicles (POV)s on the airfield are discouraged and must be restricted to an absolute minimum.”

Additionally, due to the high risk for the requested activities, the high cost of the required insurance and the potential impact to mission capability, OSS recommends the flight line NOT be used for purely recreational purposes. Most special events on flight lines meet one of two requirements. 1.) There is an obvious advantage to the Air Force (e.g. recruiting, community relations), or 2.) There is low risk to personnel/equipment (e.g. fun run, RC car race, professional drivers with appropriate PPE)

POSITIVE FEEDBACK

- Please keep the Aerospace control officer (ACO) position at the range (2 ROPS specific), if at all possible.
- The people.
 - Opportunities to connect/ participate in events on/off base.
 - Contractors.
 - Our honor guard.
- I enjoy Wing down days to spend with my family.
- Appreciate hearing directly from Col Hough/ Chief Mosely in forums like this.
 - Airmen Family Readiness Center is awesome. Great program and opportunities.
 - We bring strategic capabilities to the nation that has worldwide impact. In addition to that we also bring imaging and communication capabilities to the civilian population of the greatest nation on earth. I am immensely proud to be a part of it all.
- VAFB has an amazing response to immediate situations like our wild fires and follows procedures.
- Being at the forefront of space development and exploration, SpaceX and other commercial leaders.