



**DEPARTMENT OF THE AIR FORCE  
51ST MISSION SUPPORT GROUP (PACAF)  
UNIT 2097  
APO AP 96278-2097**

11 Sept 2024

MEMORANDUM FOR TEAM OSAN

FROM: 51 FW/DS

SUBJECT: Meeting Minutes, Osan AB Town Hall, Sept 2024

**I. Event Details:**

- a. **Focus Topic:** Military Family Housing
- b. **Date:** 11 Sept 2024
- c. **Time:** 1705
- d. **Location:** O-Club

**II. Attendees:** The meeting was hosted by Colonel William McKibban, 51 FW/CC. Various agencies and individuals attended, including:

- a. 51 Fighter Wing Staff
- b. Captain Stout, Installation Management Flight Commander
- c. Mr. Busby, Military Family Housing Manager
- d. Ms. April Kearsy, Osan School Liaison

**TOTAL PERSONNEL IN ATTENDANCE: 51**

**III. Opening Remarks:** Colonel McKibban welcomed attendees and underscored the openness of the discussion to various topics.

**IV. Agenda:**

1. Housing Update: Questions from & progress since the last Town Hall
  - a. Spouses added to Email Distro? – eMH system limited to Member’s work and personal email, MHO planning to leverage AF Connect & Social Media for messaging
  - b. Portable A/C instructions on AF Connect App
  - c. Report airflow issues to the Housing Maintenance Contractor through a work order
  - d. Moldy tiles in Seoraksan have been replaced
  - e. A Tenant Bill of Rights (created for the Privatized Housing model) does not exist for Military Family Housing at Osan
  - f. Housing inspections/work order history is not a public report but can be requested by a resident for their residence only
  - g. Implemented strict protocols for master code—all master codes in the 3 towers and SOQs have been updated
  - h. Pet clean-up station—MFH exploring securing funding for clean up stations

- i. Hallasan elevator timeline (2-3 Months briefed at the Town Hall) – Update from the town hall: Received installation timeline update for late September/early October
- j. Dog Park project construction estimated start of Spring 2025
- k. Town hall Minutes posted on Mustang one stop, to be sent out by Housing soon as well
- 1. HVAC (Chiller Explanation): Diagram walk-through
  - a. The HVAC system is highly dynamic but can be simplified by understanding the functionality of major components:
    - i. Step 1: The Chiller produces cold water (Each tower has a maximum of 400 tons of capacity—in peak heat season, the demand is roughly 320 tons)
      - 1. *Currently the Jirisan chiller system can support 275 tons. Hallasan and Seoraksan can support peak loads, though have minor repairs needed.*
      - 2. *Repairs and replacement parts are being worked to restore full functionality for all 3 towers—awaiting delivery/repair timeline*
    - ii. Step 2: The Air Handling Units and Fan Coil units blow air over a cold water line (supplied from the chiller) to promote heat exchange
      - 1. *Preventative Maintenance is the first step to eliminate root causes—we’ve seen high success through this method (60+ rooms serviced)*
      - 2. *Corrective Maintenance is the second step—we’ve identified fan motors and capacitors requiring repairs and have ordered materials to initiate repairs (7 units restored to 100% operational capability so far)*
      - 3. *Thanks to resident feedback, we’ve targeted the PM & CM being a root cause of HVAC issues. Further, airflow was identified as an issue and we’ve performed discovery work to identify root causes and ways forward. Thank you residents for your feedback—it was instrumental in this process!*
    - iii. Step 3: Hallways and Individual apartments respectively should receive conditioned air (humidity and temperature regulated)
  - b. We have been tapping into every resource, standing up multiple tiger teams to perform work in-house. We’ve seen a significant decrease in supply cold water temperature due to this work and traced this back to colder temperature within apartments.
    - i. The Maintenance Contractor also has taken note and updated some of their procedures to reflect how we’ve been executing work—a big step in the right direction!
    - ii. Additional note: HVAC experts from the Airmen Dorm Leader team and CE HVAC have been volunteering outside of work

hours, to include on the holiday (see pictures in the slide), to help diagnose and determine a way forward!

2. Maintenance and Repair Project Updates
  - a. Water filtration Project—Completed Aug 27th
  - b. LED lighting Upgrade
    - i. 131 of 328 complete—on schedule and going well
  - c. SOQ exterior door installation
    - i. Completed 3 September
    - ii. Readdressing threshold/sealing issues
  - d. Parking Garage Refresh— Work resuming end of September
    - i. 1<sup>st</sup> floor pursuing warranty-awaiting timeline fix
    - ii. 2<sup>nd</sup>/3<sup>rd</sup> floor-repaint floors with assigned numbers and reflective signs
    - iii. Work was paused due to expired materials and poor quality work. Both issues have been addressed and the project is estimated to resume by the end of September/start of October
  - e. ADA Ramp 211 to Commissary
    - i. Replace existing stairs with ramp and new set of stairs
    - ii. Estimated Completion Date: Jan 25
  - f. Cordless Blinds Installation – Work Restarting
    - i. Seoraksan: 14-24 Oct
    - ii. Jirisan: 25 Oct-07 Nov
    - iii. Hallasan: 08-28 Nov
  - g. Future Initiatives
    - i. Dinosaur Park Upgrade
    - ii. MFH Park & Playground
  - h. MFH Improvements project #23F0104
    - i. Repair Wall/railing for trash room and guard rails
    - ii. Paint Permanent lines for Bike storage bldg. 1014,1015
    - iii. Establish Sidewalk Approach Ramps to support 1015,1065,1078, and 1080
    - iv. Re-stain Wooden fence 1078
    - v. Repaint Metal components of deck and concrete wall 1065
3. Upcoming Events
  - a. Establishing Osan Housing Neighborhood Mayor Program: estimated start date of October 3rd
    - i. Program to allow active engagement with residents and housing, discussing concerns, projects, funding, etc.
    - ii. If you're interested in participation, please reach out to Housing to learn more
  - b. Cool to Heat transition
    - i. Heating option available 16 Oct
    - ii. Cooling shut off 1 Dec

#### 4. Policy Changes

- a. Please do NOT sign Work Orders—Feedback survey for residents coming soon
- b. Quality Control—Enforcing the contractor’s quality control inspector review work orders and establishing more robust Contractor Officer Representative engagement for quality assurance
- c. Language Requirements – The Maintenance Contractor’s technicians are not required to speak English, only the front desk receptionist and contract manager. If you encounter issues during a work order, please contact the Maintenance Contractor front desk. If still not resolved, please contact Housing.

#### 5. FSS Update

- a. There are a ton of awesome events upcoming!

### V. Open Forum Q&A:

- 1) **Coworkers and supervisors cheering a CinC who insults the military we ALL serve in is horrific. What's the best way to handle it?**
  - a) Everyone registered to vote is encouraged to exercise your liberty and express your personal opinion. However, they should not do so while representing the military. DAFI 58-508 outlines the specific rules and regulations regarding political activities. The American citizen places a trust in the military that we remain apolitical, and it is important that we remain so. Individuals are encouraged to address this as it is happening. If you are not comfortable, bring it to your immediate supervisor.
- 2) **Why were top voted questions excluded from the August minutes? Respectfully, it's disingenuous to "encourage" participation then ignore issues people care about**
  - a) Some questions were left out in order to receive clarifying information. Those questions are included in the September Town Hall Minutes.
- 3) **Can you provide minutes & answers to the last Town Hall's Slido and IRL questions? AD might have gotten them (did they?), but the rest of us haven't. Thank you.**
  - a) We apologize for the delay. The minutes from Osan’s Town Hall can be found here: [51fss.com/want-to-provide-feedback-in-person/](https://51fss.com/want-to-provide-feedback-in-person/) or by going to the Mustang One Stop.

### **51 SFS**

- 4) **Can we enforce the 3-way stop sign by the BX/Theater to prevent accidents? Some people don't slow down or stop. Accident waiting to happen.**
  - a) SFS patrol conduct daily compliance checks of traffic at stop signs around the installation. We will inform our patrol to keep that area in mind.
- 5) **What is going to be done with people almost hitting pedestrians who are crossing at crosswalks? People almost get hit by taxis and cars almost everyday**
  - a) If a pedestrian is hit by a vehicle or an individual needs to report a vehicle driving in a reckless manner, please call the Law Enforcement desk (ext. 5515) with a description of the vehicle, license plate and general direction of travel. Patrols will investigate.

## **DODEA**

- 6) **Please address the issue of OMHS buses arriving too late for many kids to eat breakfast without being late. Lunch is a mess too. All students deserve time to eat.**
- a) DODEA buses consistently arrive on time. Most buses arrive between 8:05 and 8:15, with the exception of the longest route (Route 105), which arrives between 8:15 and 8:20 at the latest. Given that classes begin at 8:30, these times are within the expected window and should not be considered late. A potential solution could be to offer students a "grab-and-go" breakfast option, which they could eat in the classroom if the school allowed. Parents may also voice their concerns to the OMHS School Advisory Committee by emailing [osanmiddlehighsac@gmail.com](mailto:osanmiddlehighsac@gmail.com).
- 7) **DODEA Admins, please go from last bus arrival to breakfast, eat, then a HS locker, then class w/o being late. For lunch, start from a HS class across campus.**
- a) See above. Please reach out to AFFES and/or send your concerns to the School Advisory Committee by emailing [osanmiddlehighsac@gmail.com](mailto:osanmiddlehighsac@gmail.com).
- 8) **Feedback: Students are unable to finish their lunch on time (45 minutes) due to line and food issue. Some of the feedbacks I received from the students was that food runs out halfway throughout lunch, which causes delay and no food. Also, there is only one associate working to manage two separate lines for students to enter the their code, causing another delay.**
- a) The School Meal Program Manager was engaged by Exchange GM. SMP has not received prior feedback of the mentioned concerns. SMP staff will ensure additional food products is prepared and available consistently to prevent any incident of student meal servings being delayed during the meal period. An additional staff member will be assigned to support the register speed of service. Sponsors are encouraged to contact the respective school SMP manager directly to provide feedback or discuss concerns to they may be addressed immediately.
- 9) **Feedback: there is a second cafeteria at HS that used to serve breakfast. Can this be opened to free up space in the cafeteria?**
- a) The school will need to review and determine if additional seating area is required.

## **51 CES**

- 10) **Is there an update on adding a trash can (asked of CE in May) to the new swing area across from Hallasan?**
- a) Housing is currently exploring the possibility of extending our waste removal contract to include the swing area across from Hallasan and Dinosaur Park. We will inform residents once a decision has been made or an agreement is reached.
- 11) **Issues on inter-floor noises/ keeping shared areas clean in family towers. Could we educate on incoming/current tenants on those? If possible, on regular basis.**
- a) Upon arrival, each resident is briefed and receives a copy of the housing handbook. The handbook covers rules and regulations for occupying the residence. If there is an issue, please contact the housing office to reach a resolution. Members should observe housing's implemented quiet hours, 2200-0600
- 12) **Are there any plans to reopen a new AAFES Launderette anytime soon since the one located by the main gate was closed in November 2023 to be relocated?**

- a) Currently there are no buildings available, and we will continue to review possible future opportunities.
- 13) Is there an update on when construction will resume on the 2nd floor of the towers parking garage?**
- a) 51st CES is awaiting a delivery date for materials, estimating the end of September/early October. Upon notification, a firm timeline can be provided.
- 14) Can you reserve some electric vehicle charging spots near the outlets for residents of family towers with electric vehicles and hybrids?**
- a) We do not currently have the capabilities to support electric vehicle charging spots.
- 15) The first floor Hallasan parking is now mostly visitor parking (for the best parking for hallasan residents). Can we change this with the new contract?**
- a) Currently there is not a plan to change the parking. There is adequate overflow parking on the fourth floor, most of the second-floor parking is reserved for Hallasan residents and the third-floor is reserved for Jirisan.
- 16) Any updated time frame when Seoraksan residents can start using the rec room again?**
- a) The rec room is currently available and there are no current restrictions. If there is an issue where residents cannot access the rec room, please contact Military Family Housing.
- 17) Can we trim the bushes that are on the right of the Main Base service station (gas station)? It is very hard to see traffic coming from the right.**
- a) We will work with the landscaping team to fix this.
- 18) Is “mayor program” similar to an HOA? How will they be selected/decided?**
- a) The program is intended for residents that are here for 1–2 year assignments. It is a way for Housing and the residents to join and tackle future projects and issues that arise. If individuals are interested, they can reach out to the housing office by emailing [51ces.ceihh.housing@us.af.mil](mailto:51ces.ceihh.housing@us.af.mil) for the application process. We’re looking for individuals who are passionate about improving the quality of life for Osan residents.
- 19) Cars are still driving behind Hallasan and the playground. Movers are not replacing the chain. Jirisan does not have this problem. Please advise.**
- a) Housing put up a chain that should be replaced and cones to prevent cars from driving behind the housing towers. We encourage residents to help police this area. If you see another resident, take down the cones or chain, please advise them not to do that and notify Housing. Alternative means are being looked at to help control the area. Movers are required to replace the chain, and we will work with TMO to ensure they are doing so.
- 20) Jirisan tower is still experiencing AC issues the 9th /10th floor most affected. Is there an actual ECD for AC being fixed. It has been 3 months I’m concerned**
- a) 51 CES is awaiting an estimated delivery date for the blower motors then a more solid timeline can be given. From the issues 51 CES has seen, it is because of these motors.
- 21) When the heaters are turned back on will it affect the AC like it did last year. We had to call maintenance to come out and turn the heater off for AC to function.**
- a) We will address the issues as they come up. The system is built to be able to provide heating and cooling during the transition. If you are having issues, please contact housing.
- 22) With the parking garage project on pause, is there a way to allow members to park in their second-floor spots until you’re ready to resume work?**

- a) We are not allowing residents to park on the second floor because we have started the demolition phase. Residents parking on the second floor may cause more delays.
- 23) Due to parking garage construction and other issues. Assigned MFH parking spots are being used. The parking signs don't seem to be working.**
- a) If someone is parking in a resident's assigned spot, please notify Housing and Security Forces will be notified to issue a citation.
- 24) Are there updates for an ICE section dedicated to housing and CE?**
- a) Housing has initiated the process to set up the ICE sections and is currently in progress.
- 25) If there are individuals interested in joining the Mayor's council, what steps do they need to take?**
- a) Individuals can contact housing if they are interested joining by emailing 51ces.ceihh.housing@us.af.mil. The Mayor's Council charter will also be posted on the Air Force Connect app.
- 26) How was the mold remediated in the ceiling tiles?**
- a) The tiles were replaced which is the standard remediation. Housing received reports that contractors were painting over the tiles which was immediately addressed as this is not the correct course of action.
- 27) What is the current status of the Jirisan chillers?**
- a) The Jirisan chiller system has 2 chillers. The North Chiller is fully operational (200/200 tons). The South Chiller still has 3 of 8 compressors working (75 tons/200 tons). In total, the chiller system can currently provide 275 tons—the total demand at peak heat/load is approximately 320 tons, therefore even at peak heat, the chiller system can meet roughly 85% of the demand. Fixes are being worked with the upmost urgency to restore 100% capability (i.e., 400 tons), with parts currently on order.
- 28) Can we opt-out of the Blind Project or wait until we move out as the Vertical blinds are not preferred.**
- a) Unfortunately, because blinds were selected and purchased already, they cannot be changed to horizontal/a different style blinds. Additionally, since this is an Air Force project driven from outside of Osan intended to correct critical safety issues, all apartments must receive new blinds. Further, temporary opt out is not feasible as it would cause additional delays and potentially incur additional costs to the government.
- 29) Were the fire dampers checked and were they an issue?**
- a) Yes they were checked and are functioning properly (i.e., not an issue or root cause with the current HVAC issue)
- 30) Should residents create a new work order if the maintenance contractor is awaiting parts/has to reschedule work?**
- a) The maintenance contractor should provide residents with a follow on/rescheduled appointment. A new work order is not necessary as all work to correct an issue should be tracked on the original work order. If unsure on a follow up/rescheduled appointment, please contact the Maintenance Contractor help desk. If still unsure, please elevate to Housing to help liaison with the contractor.

## **51 FSS**

- 31) Is it possible to get another space for working out? The gym is overcrowded at all times and there are too many bodies and not enough room**

- a) Some additional options to work around our current challenges include: 1) a Functional Fitness Facility located at Bldg. 1238 and 2) DoD cardholders age 16+ are eligible to receive a 24-hour access card to the Osan Fitness Center. The Fitness Center team recognizes the growing needs of the community and are working to courses of action to be implemented in the near term while Team Osan awaits a permanent replacement Fitness Center.

**32) Is there a base calendar ANYWHERE that non AD can see? We have to track 18 different FB pages to find all events for everyone. It's impossible.**

- a) A consolidated 51 FSS calendar can be located at [www.51fss.com](http://www.51fss.com); select the 'more' header, then 'base wide events' or 'FSS events'. These calendars will show the next 60 days of FSS events happening around Osan AB. In addition, patrons can sign up for the FSS e-newsletter by visiting <https://51fss.com/weekly-highlights>.

**33) Can we offer refunds or credits for youth field trips/events if tickets have been purchased and there are scheduling conflicts with school functions?**

- a) Refunds or credits for Child and Youth Program sponsored field trips/events are issued on a case-by-case basis. In majority of cases where a refund is not granted, it is typically due to the short amount of time between the cancellation notice and the scheduled field trip/event. If there is a field trip or specific situation a parent would like to discuss, please contact the Youth Director, Ms. Mari Kosaka directly at 784-5364 or [mari.kosaka.1@us.af.mil](mailto:mari.kosaka.1@us.af.mil)

**34) Why was taco night moved from the O club? Space has been an issue for seating since the move to the E Club.**

- a) Taco Night has been relocated to the Enlisted Club to alleviate the strenuous work required of the 51 FSS Club Staff. The kitchen at the Officers' Club is currently out of service, which necessitated the need for staff to prepare and transport all the food from the Enlisted Club to the Officers' Club. In line with our commitment to the Team Osan Community, it is also important to consider the well-being of our employees, and this was one way to do so.
- b) Regarding the seating capacity, The Officers' Club maintains seating for 160 people, whereas the Enlisted Club has seating for over 200. 51 FSS Club Staff are consistently seeking ways to optimize space utilization and other processes to better serve our community.

**35) Can there be adjustments made to the community center rooms to be used for parties/personal events? It's hard to use when it's only available for certain groups**

- a) The Mustang Community Center staff is dedicated to continuously improving our processes. To enhance the process of using community center rooms for events, we will review current policies, assess demand, and gather feedback from staff and community members. If you would like more information about how to reserve space at the MCC, please contact our MCC team at 784-4306.



**VI. Next Meeting:**

- a. **Focus Topic:** FW Update/Hot Topics
- b. **Date:** Oct 9th 2024
- c. **Time:** 1700
- d. **Location:** O-Club

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