

Questions	Responses
Is the movie theater going to be open again?	No. CE is the owner of the building after AAFES ceased movie operations. The building is on the demo list.
Is there an email we could reply to for comments/thoughts?	Please send feedback to <a href="mailto:hanscom.straighttalk@us.af.mil">hanscom.straighttalk@us.af.mil</a> .
Workplace flexibilities have been working very well for the past two years, but senior leadership seems to be hesitant to embrace it. What's the way forward?	My objective is to create and nurture winning teams; at home, work and in the community. To do that, consistency is integral and we are aligning with what AFMC has communicated; utilize telework to the max extent practicable. We must continue to build organizations, and realistically that is not always done best virtually. Are we going back to the way we were? No. But it is critical our units have the autonomy to execute the various missions we have here within Team Hanscom. It looks different for every unit, and it is not one size fits all. These flexibilities such as telework are a privilege. I trust the unit's senior leaders to accept risk smartly, the members to be flexible and resilient and continue to give and accept feedback.
Col. Enriquez referenced Air Force Chief of Staff Gen. Brown's initiative of removing bureaucracy. What does she plan to do to accomplish this at the base level?	General Brown's Action Order-B is more than limiting the bureaucratic layers. It is to streamline decision making and eliminate redundancies. We must improve the speed we operate; we must at minimum match the speed I mentioned that our adversaries are moving. I value empowerment, productivity and innovation. I will push decisions to the lowest level practical. That said, it would be a disservice to the installation if at this point I said I knew every challenge our CEOs face at this point. But, I will act on what I know; for example the update to the local leave policy to include eliminating the Public Health requirements for Alaska, Hawaii and Canada. We will continue our look at the challenges our CEOs are experiencing and adjust fire as necessary. If you have constructive feedback, I encourage and ask you to utilize our Straight Talk ( <a href="mailto:hanscom.straighttalk@us.af.mil">hanscom.straighttalk@us.af.mil</a> ) feedback forum. The Chief and I are working FOR you.
Are civilians allowed to occupy homes that active duty cannot get into on base?	No. Incoming active duty military personnel with dependents are free to occupy any home that falls in their category and bedroom requirement, just like civilians. If preferred homes (versus adequate homes) are not available at the time of arrival, there will be a longer wait for housing. Incoming active duty military personnel with dependents assigned to Hanscom AFB are "Target Tenants", or TTs. Federal civil service employees are "Other Eligible Tenants" or OETs. TTs are prioritized above OETs on the wait list which is sorted by rank designation, priority and bedroom requirement. In order to provide quality housing and services to privatized housing tenants and promote long term project sustainability, a substantial portion (usually 95%) of the housing inventory must be occupied. Privatized housing projects are developed with the understanding that the desired occupancy rate may not always be achievable based solely on TT occupancy. Accordingly, there are phased provisions for enabling non-target tenants or "OETs" to reside in privatized housing when occupancy falls below 98%. This provision is commonly referred to as the "waterfall" or the OET Priority Policy -- see AFI 32-6000, Table A2.4. At Hanscom AFB, the waterfall is currently activated through Category 6. The lack of availability of a certain type of home at the time housing is offered to incoming active duty personnel can create a perception that "active duty cannot get into" that home. There is a difference between adequately housing incoming active duty military personnel as soon as possible, which is the objective of the wait list procedures, and ensuring active duty military personnel are offered a specific type of home at the time they need housing, which is not always possible given the timing or their arrival and the dynamic nature of home availability.
With housing market as bad as it is, can we look at the priority system for housing? There's Airmen who can't afford to live off base, but E-7+ are prioritized.	Incoming active duty military personnel with dependents assigned to Hanscom AFB are "Target Tenants", or TTs. With the exception of a few Key and Essential positions, all TTs compete equally on their respective wait lists, which are sorted by rank designation, priority and bedroom requirement. There does not appear to be a disparity between junior enlisted wait times, and senior NCO wait times. Specifically, the average wait for housing for an Air Force junior enlisted family in June and July 2022 was 10 days; while the average wait time for a senior enlisted family during the same time period was 14 days. Unaccompanied military members may apply for base housing as "Other Eligible Tenants" or OETs. While OET priority is lower than TTs IAW AFI 32-6000, and the rent cannot be greater than the accompanied BAH for the member, unaccompanied members may, and do, apply as roommates and are charged no more than the accompanied BAH of the highest ranking member.

Do you think the dorms will ever be full enough to push people out, especially the ones who been in the dorms for 3 - 4 years?	In accordance with AFI 32-6000, Housing Management, paragraph 1.2.27.36, the Housing Manager is authorized to relocate Priority 2 personnel off-base with BAH allowances using the single base-wide BAH waiting list when the minimum utilization rate for Priority 1 and 2 personnel exceeds 95 percent. The authority has been exercised in the past and could be again, depending on demand for dormitory rooms; however the demand currently does not exceed the threshold.
Can we make the base more bicycle friendly? We need more bike racks and places to store bikes.	This is a difficult problem and our guidance states that dedicated bike lanes should be at least 5 feet wide and free of manholes and/or drainage structures. Base streets are not wide enough to accommodate dedicated bike lanes, and it would be very costly to widen roads and move infrastructure. We have also considered using shared lane pavement markings; however, the low base speed limit, high patrol speed limit surveillance, dearth of riders, and requirements to maintain the markings have weighed against painting sharrows. We do consider bike accommodations for new projects. For example, the Sartain Gate MILCON project includes bike lanes on the Hanscom Drive portion of the project which would facilitate part of the drive to the Battle Road Trail. Hartwell Avenue already has bike lanes connecting the Ruiz Gate to the Minuteman Trail. Freestanding bicycle racks are not real property and therefore not a CE responsibility to purchase or maintain. Organizations may purchase their own racks as organizational equipment ... placement of organizationally-procured outdoor equipment should be coordinated with CE to ensure there are no issues with building access or snow removal. A review of 6 existing common-use bike racks at 1430 on 1 August 2022 revealed 2 of them were in use, with one bike stored at each in-use bike rack -- of about 60 spaces available, 2 were in use.
Bike friendly and safe walking/jogging path to off base trails? We have so many trails around but not a safe way to get to them.	Unmanned entry points along the installation perimeter are not authorized. This creates a security issue and make it unable to positively control who comes onto and off of the installation.  We understand the desire for a dedicated on-base trail to the nearby off-base trails, but given the requirement to enter/exit the installation via the secure entry control points (ECPs), as well as requirements for a secure base perimeter, and considering the surrounding infrastructure and lane width of our roads, a dedicated path to the ECPs -- other than the existing sidewalk network -- is not feasible. Hanscom AFB has two operational Air Force entry control points (ECPs) -- Ruiz Gate and Sartain Gate -- with a third ECP operated by MIT Lincoln Laboratory on Wood Street. Even though the Battle Road Trail abuts the housing area, the perimeter fence obstructs access. In order to get to one of the nearby off base trails (Battle Road or Minuteman), a person must exit/enter via one of the ECPs. The on-base sidewalk network does connect most areas on base with the ECPs, although the route is circuitous in some areas. Hartwell Avenue already has bike lanes connecting the Ruiz Gate to the Minuteman Trail. The Sartain Gate MILCON project includes a bike lane on the Hanscom Drive portion of the project which would facilitate part of the route to the Battle Road Trail. 66 ABG Manual 31-116, Hanscom Motor Vehicle Traffic Supervision, promulgates base policies for the safety of bicyclists operating on base road ways or sidewalks. IAW paragraph 3.9.10, "When riding on sidewalks, bicyclists...must yield to pedestrians." Accessing one of the off-base trails via bicycle is best accomplished by either (1) using the on-base sidewalk network wherever possible (2) using the base roadways when needed, (3) using off-base bike lanes or (4) transporting bikes on a vehicle to an off-base trail head and beginning your ride there.
Can we get fresher produce at commissary?	The Defense Commissary Agency has recently placed renewed efforts in ensuring our patron is finding high quality produce available for purchase on a consistent basis due to similar patron concerns throughout the agency. These efforts include increased training of our team members, renewed efforts in merchandising and high emphasis on receiving only quality products from our suppliers.
How about raising the hourly rates for all FSS employees?	The FSS has already increased wages in line with Massachusetts minimum \$15 wages and has been increasing pay and benefits to targeted positions.
Indoor track project?	There is an indoor track at the gym, but currently there is no plan to construct a larger indoor track/facility.
Home run Derby?	A Home Run derby is something that can be looked at during the Commander's Cup. Of similar interest, the Fitness Center is currently running a softball season with the tournament starting 1 August.
Can explore the possibility of re-opening the sauna at the gym?	The dry sauna in the men's locker room is being replaced and should be open in August/September. The women's dry sauna is open.
Chick-fil-a on base	Name brand restaurants are vetted through AAFES headquarters which FSS has no control over. We can make suggestions, but it is ultimately up to AAFES.

Can anything be done to improve the cellular reception on base?? Some of us are lucky to get 1 or 2 bars most times.	<p>Yes, we are currently looking at a few initiatives</p> <ol style="list-style-type: none"> <li>1. We are currently working with Verizon and plan to work with more telecom providers to put more infrastructure on the base that will increase signal strength</li> <li>2. Working on increasing commercial wireless around the base which would provide Wi-Fi access points and the ability for Wi-Fi calling</li> </ol>
Many have T-Mobile, how about T-Mobile tower?	HAFB does not target specific vendors; any vendor would be welcomed if interested in increasing their coverage on base. However, the vendor is responsible for the cost.
Is there any way that the Hartwell Gate can open at 0500 rather than 0600?	Ruiz Gate (formerly known as the Hartwell Gate) has gate hours specific to shift change times for Security Forces members and adjustments are not being considered at this time.
Can we get more SF patrolling housing, there's a lot of crime going on.	The 66 SFS conducts regular patrols in base housing during the hours of darkness. SF is aware there were several crimes reported in a short period of time; however, the long term data trends do not indicate a major uptick in crime occurring within base housing calling for a change in current posturing. For those who see crime occurring please contact the 66 SFS to report it by calling 781-225-5000.
Can we have speed bumps in housing to deter speeding? (edited)	Tabled - and will address at the quarterly Traffic Safety Coordination Group meeting
Can we close the Ruiz Gate at 9 p.m. instead of 10 p.m.?	Ruiz Gate (formerly known as the Hartwell Gate) has gate hours specific to shift change times for Security Forces members and adjustments are not being considered at this time.
Does the base cover personal property with all of this vandalism?	If the person responsible for vandalism was positively identified, the Government can assert a claim against that individual to recoup the monetary value associated. That would be coordinated through 66 ABG/JA (66ABG.JA.Workflow@us.af.mil). Similar to the off base/civilian population, if there is no responsible party identified, no compensation is not possible.
Can SFS truly enforce quiet hours in base housing???!?	If reported by a complainant to the 66 SFS via the Law Enforcement Desk (781-225-5000) as a "loud noise complaint," 66 SFS will enforce quiet hours.
Can we remove the speed bumps at the gates	Speed bumps have been reduced at both Sartain and Ruiz Gates. Previously, there were 3-4 speed bumps in each lane of the gate...that number has been decreased to one on the inbound and one on the outbound. A long term plan is to have speed tables installed at our gates to deter speeding as well as keep posted Security Forces Members safe.