

USMA REGULATION 210-29

Installations

**USMA COMMUNITY LIFE
PROGRAM**

**Department of the Army
United States Military Academy
West Point, New York
1 January 1998**

Department of the Army
United States Military Academy
West Point, New York 10996-5000
1 January 1998

USMA Reg 210-29

1 January 1998

Installations

USMA Community Life Program

MAGC

FOR THE SUPERINTENDENT:

OFFICIAL:
STEPHEN A. WINSOR
COL, GS
Chief of Staff

/ original signed /
GARY W. STINNETT
LTC, AG
Adjutant General

DISTRIBUTION:
Electronic
A-F (Div)

SUMMARY: This regulation defines and describes the policies, procedures and responsibilities for the USMA Community Life Program. It also describes the duties and responsibilities of those community volunteers serving as mayors in the various USMA housing areas.

APPLICABILITY: This regulations applies to all commanders, staff support activities, tenant units and all residents of USMA quarters.

TABLE OF CONTENTS

USMA Reg 210-29

Introduction

SECTION I - General

1-1	Purpose	p. 1
1-2	Goals	p. 1
1-3	Organization	p. 1
1-4	References	p. 1
1-5	Definitions	p. 1

SECTION II - Responsibilities

1-6	Garrison Commander (GC)	p. 2
1-7	Garrison Commander's Executive Assistant (GCEA)	p. 2
1-8	Garrison Non-Commissioned Officer	p. 2
1-9	Garrison Staff (Activity Directors)	p. 3
1-10	Mayors	p. 3

SECTION III - Community Life Program (CLP) Procedures

1-11	General	p. 3
1-12	Elections	p. 4
1-13	Training	p. 4
1-14	Removal	p. 4
1-15	Incentives, Awards & Benefits	p. 4
1-16	Problem Identification/Resolution	p. 4
1-17	Exceptions	p. 5

APPENDIX A - USMA Housing Areas	p. 6
APPENDIX B - Community Life Program Staff Organizations	p. 7
APPENDIX C - Community Action Council (CAC) Meeting	p. 8
APPENDIX D - Mayor's Job Description	p. 9
APPENDIX E - Mayor Elections	p. 10
APPENDIX F - Removal of a Mayor	p. 11
APPENDIX G - Mayor's Advisory Council (MAC) Meeting	p. 12
APPENDIX H - References	p. 13

Introduction

Section I General

1-1. Purpose: This regulation establishes policies, procedures, and responsibilities for the USMA Community Life Program (CLP).

1-2. Goals:

- a. Create and maintain a formal line of communication to effectively identify, assess and resolve community issues and to improve community relations.
- b. Create and foster an atmosphere of mutual cooperation and concern between garrison staff activities and residents.
- c. Expedite the problem solving process between the residents and garrison activities.
- d. Provide recommendations to the Garrison Commander (GC) for improving the quality of life within the USMA community.
- e. Provide forums for residents to raise concerns with regard to policies and conditions that affect them.
- f. Generate interest, pride, and satisfaction among residents through their involvement in community activities, projects and programs.

1-3. Organization:

- a. USMA family housing areas are divided into mayoral communities as defined in **Appendix A**.
- b. Each housing area will have an elected or appointed (if there is only one candidate) volunteer Mayor. Mayors may have a Mayor's Committee composed of housing area volunteers and the Area Coordinators. Designated housing areas may have more than one Mayor. These are called co-Mayors of a housing area.

1-4. References: See Appendix I

1-5. Definitions:

- a. **Community Life Program (CLP):** A formal program established to improve the quality of life of USMA residents by enhancing communication through the establishment of policies and procedures for prompt identification and resolution of community problems/concerns. The program provides an opportunity for residents to become meaningfully involved in working for the betterment of the overall USMA community. USMA CLP staff organization is at **Appendix B**.
- b. **Mayor:** A quarters resident who volunteers to provide USMA community/command liaison. He/she is elected by residents and appointed by the GC to represent the residents of a USMA housing area.
- c. **Mayor's Committee:** Each Mayor may appoint volunteer residents of the housing area to form a Mayor's Committee. These are called Mayor's Committee members.
- d. **Area Coordinator:** Senior ranking quarters resident who the GC appoints to assist in enforcing policies and regulations and to help resolve problems and disputes among residents.
- e. **Community Action Council (CAC):** A monthly meeting chaired by the GC and attended by garrison staff activities, Mayors, area coordinators and others. The CAC reviews community programs, acts on proposals submitted by Mayors and resolves outstanding issues. See Appendix C.
- f. **Mayor's Advisory Council (MAC):** A monthly meeting set up by the Garrison Commander's Executive Assistant (GCEA). The purpose of this meeting is to provide the Mayors with a private time to discuss areas of concern within individual communities. Issues that are limited to a specific housing area can be referred on an individual basis. Garrison staff members are invited when needed to clarify information that is pertinent to the Mayors.

g. **Housing Area Meeting:** Meeting held periodically (chaired by the Mayor or co-Mayors), open to all residents of a housing area that gives them an opportunity to meet for the purpose of exchanging information, identifying and resolving issues, and planning housing area activities. Garrison staff members are invited to attend meetings when there is information to clarify.

**Section II
Responsibilities**

1-6. Garrison Commander (GC) will:

- a. Maintain supervisory control of the CLP.
- b. Chair the CAC.
- c. Designate housing areas at West Point and Stewart Army Subpost.
- d. Serve as focal point for protecting the rights and quality of life of residents by directing compliance with post regulations, e.g., disturbances, quarters care, general policy.
- e. Ensure command support in the resolution of problems, provision of required services or recognition of services provided.
- f. Ensure problems and issues forwarded by Mayors to the garrison staff are resolved in a timely manner and that written responses are provided to the Mayors.
- g. Publish orders appointing Mayors.
- h. Have the authority to remove a Mayor.

1-7. Garrison Commander's Executive Assistant (GCEA) will:

- a. Maintain overall authority and responsibility for the operation of the CLP.
- b. Serve as a permanent member of the CAC and schedule its meetings.
- c. Oversee election/selection process.
- d. Develop and supervise the CLP in accordance with guidance provided by the GC.
- e. Conduct annual elections in April.
- f. Interview mayoral candidates and have them complete the required forms.
- g. Coordinate and supervise an orientation and training program for incoming Mayors and Mayor's Committee members.
- h. Provide assistance/advice, guidance and direction to Mayors.
- i. Coordinate training workshops for Mayors, the Mayor's staff, and neighborhood volunteers. Works with the Mayors to determine training needs of Mayors' staff.
- j. Provide Mayors with a list of housing residents when requested.
- k. Ensure that all unresolved actions are addressed and/or are escalated to the appropriate decision making authority for resolution.
- l. Approves reimbursement of child care costs.

1-8. Garrison Non-Commissioned Officer will:

- a. Provide assistance/advice to Mayors.
- b. Act as a liaison between the Mayors and installation staff. Help Mayors with staffing procedures.
- c. Record CAC meetings, publish and distribute CAC minutes.
- d. Provide limited administrative support to Mayors.
- e. Coordinate assignment of an E-mail address for each Mayor.
- f. Maintain the Mayors Bulletin Board.
- g. Coordinate annual Mayors Recognition Luncheon.
- h. Assist GCEA with the conduct of housing area elections.
- i. Maintain administrative data record on each Mayor. (e.g., biographical data, number of volunteer hours, job description, volunteer agreements, etc.)
- j. Collect, coordinate and staff all "Issue Worksheets" with appropriate garrison activities for action and ensures activities provide responses to the Mayor who initiated the action.

k. Maintain official Mayors File that includes copies of meeting minutes and Issue Worksheets and resolutions.

1-9. Garrison Staff (Activity Directors) will:

- a. Attend CAC to provide updated information pertaining to their USMA community programs and to respond to issues raised by the Mayors submitted in writing on an issue worksheet.
- b. Interact directly with Mayors in response to issues surfaced by Mayors concerning their housing areas and residents.
- c. Provide the Garrison NCO any subject matter, briefing and other pertinent matter for discussion at the monthly CAC meeting at least an hour prior to the meeting. Agenda for the CAC should be flexible.
- d. The garrison directorates and other agencies in West Point required to attend the CAC meetings are listed in **Appendix C**.
- e. Appoint one central point of contact for the Mayors.

1-10. Mayors will:

- a. Serve as a volunteer housing area representative. In the capacity of representative, will attend meetings with activities to present the “resident” perspective of a pending issue.
- b. Act as a focus of communications within the housing area.
- c. Recruit, interview and train the Mayor’s Committee -- a staff of volunteers-- as needed.
- d. Meet with area coordinators to discuss issues and responsibilities as needed.
- e. Conduct housing area meetings in coordination with the Area Coordinator(s) when necessary to exchange information with the residents and provide the status of ongoing issues.
- f. Support residents in accomplishing housing area initiated projects.
- g. Provide support for or may conduct housing area recreational and social activities to get residents involved and build a sense of community pride.
- h. Act as a liaison between the housing area residents and the GC, garrison staff and activities. Identify housing area needs and concerns and address them to the appropriate garrison activities.
- i. Represent the housing area at the monthly MAC and CAC meetings. Mayors or their representatives must attend at least 75 percent of these meetings.
- j. Inform his/her residents about issues discussed at the CAC during housing area meetings and through newsletters.
- k. Keep housing area members informed of all issues that may affect them or their families.
- l. May serve on garrison advisory councils as a Mayors’ representative (see **Appendix D**)

**Section III
CLP Procedures**

1-11. General:

- a. The GC will designate housing areas at West Point and Stewart Army Subpost. If possible each housing area will have a Mayor. The larger housing areas such as Stony Lonesome, Old and New Brick may have co-Mayors.
- b. Each housing area’s residents may elect a Mayor or co-Mayors from their adult residents. If only one qualified person volunteers, the GC will appoint that person Mayor. If there are multiple vacancies in a housing area, the GC will appoint multiple co-Mayors.
- c. The GCEA will interview mayoral candidates and have them complete the required forms. Upon election, or appointment by the GC, the GC signs a letter appointing the resident to a one-year term as Mayor.
- d. Mayors may appoint Mayor’s Committee members. These members are volunteers covered under the Defense Authorization Act of 1995.

e. Mayors shall serve one-year terms beginning on 1 May. Residents may re-elect and the GC may re-appoint Mayors to consecutive terms. Elections and appointments occur in April. The GC hosts a luncheon to honor outgoing Mayors and welcome incoming Mayors each April.

f. The Mayor is a volunteer. The Mayor is NOT to be confused with the Area Coordinator, who is the senior ranking person appointed to perform certain duties on behalf of the GC. Mayors will not resolve issues that are the responsibility of the area coordinators.

1-12. Elections:

- a. The GCEA will conduct annual elections in April.
- b. Procedures for the conduct of elections are at **Appendix E**.
- c. Elections will be supervised by the GC's Executive Assistant.
- d. Eligibility. Mayors will be officers, enlisted soldiers or adult family members of their respective communities.

1-13. Training: The GCEA will coordinate and supervise an orientation and training program for incoming Mayors and Mayor's Committee members. The training will include a review of the Community Life Program, a brief introduction to the program, discussion of mayor duties and responsibilities, information on child care options, introduction to what each activity does and to the point of contact for that activity. In addition the training should include information and guidance on effective problem solving.

1-14. Removal: The GC has the authority to remove a Mayor. See **Appendix F**.

1-15. Incentives, Awards and Benefits:

a. Incentives to become a Mayor: Mayors occupy executive level positions. Mayors are responsible to the housing area residents and to the GC. The GC grants Mayors privileges given few others in the USMA community. These privileges include:

(1) Mayors may serve on community advisory councils such as: the MEDDAC Council; Housing Council; PX and Commissary Council; Volunteer Advisory Council and the Parents' Advisory Council. At the discretion of the Garrison Commander, they may also attend the Quarterly Area Coordinators and other garrison meetings.

(2) When funds are available, Mayors are authorized reimbursement for their child care expenses when they attend official training, MAC and CAC meetings, the annual Mayors Recognition Luncheon and other official mayor functions. GCEA will determine procedures for reimbursement.

(3) The USMA command and community officially honor Mayors every year in April for their efforts at a Mayors Recognition Luncheon.

- b. Mayors are eligible for Installation Volunteer Awards.

1-16. Problem/Issue Resolution

a. Level One -- Resident Problem Resolution:

(1) Residents have the initial responsibility to resolve their own problems (such as leaking roof, trash pickup problems, telephone line out, etc.) at the lowest appropriate Garrison Staff activity levels.

(2) When a problem is too complex or difficult for a resident to resolve, he/she can contact the Mayor for advice. The Mayor will provide technical assistance to the resident in resolving the problem. This is the appropriate channel for residents to elevate USMA quality of life issues -- not via other chains of command.

(3) If the resident cannot resolve the problems, the Mayor can intercede and elevate it up the chain of command within a Garrison Staff activity. This is done by meetings, phone calls, letters, memos or electronic mail messages.

(4) If the Mayor does not agree with the actions proposed or taken by the Garrison Staff activity, he/she informs the activity and may appeal to the GCEA by meeting, phone, letter, memo or electronic mail.

b. Level Two -- Housing Area Problem Resolution:

(1) When a problem (such as area roads, telephones, child care, etc.) affects the residents of the housing area, the Mayor contacts Garrison Staff activities via meetings, phone calls, letters, memos or electronic mail to attempt to resolve it. If the Mayor is able to resolve the problem, the process stops here.

(2) If the Mayor is unable to resolve the problem he/she informs the activities and may appeal to the GCEA for assistance by meeting, phone, letter, memo or electronic mail.

c. Level Three -- USMA Community-wide Issues Resolution:

(1) When a Mayor identifies an issue (such as child care policies/operating hours, PX service/stockage, school crosswalks, opening Lee Road, etc.) that affects a large portion of the USMA community, more than one Housing Area, the Mayor presents the issue to other Mayors at the MAC for discussion. He/she then submits an "Issue Worksheet" (USMA Form 1-8-R-E) to the GCEA. The GCEA completes the form with all details pertaining to the issue. The GCEA then forwards the form to the director of the activity/ies involved with the issue.

(2) The activity director(s) must return the issue worksheet with written response within 10 working days to the GCEA. The response will include the resolution or other explanation of the issue or situation and planned actions if applicable.

(3) The GCEA will provide the Mayors a copy of the issue worksheet with formal response and comment at the next monthly CAC.

(4) Activities that respond to issue worksheets will present the issue and resolution at the next monthly CAC. All issues and resolutions will become part of the CAC minutes.

(5) The Mayor reports the resolution of the issue to the residents.

c. Level Four -- Unresolved USMA Community-wide Issues:

(1) The GCEA will formally introduce large scale issues that activities cannot resolve at the CAC. The garrison staff will have an opportunity at this time to address obstacles such as: funding, personnel required, or regulatory restrictions.

(2) The GCEA will formally staff issues not resolved at the CAC until a satisfactory conclusion is reached.

1-17. Exceptions: Requests for exceptions to these policies must be staffed through the GC.

APPENDIX A
USMA Housing Areas

Mayors will represent the following USMA housing areas.

Bachelor Quarters*

Band Quarters

Central Apartments

Dunover Court

Enlisted Barracks*

Farmhouses

Grey Ghost

Lee Area*

Lusk Area

New Brick*

North Apartments

Old Brick*

Senior Officers Quarters

South Apartments

Stewart Gardens*

Stewart Terrace**

Stony Lonesome***

Stony Lonesome II

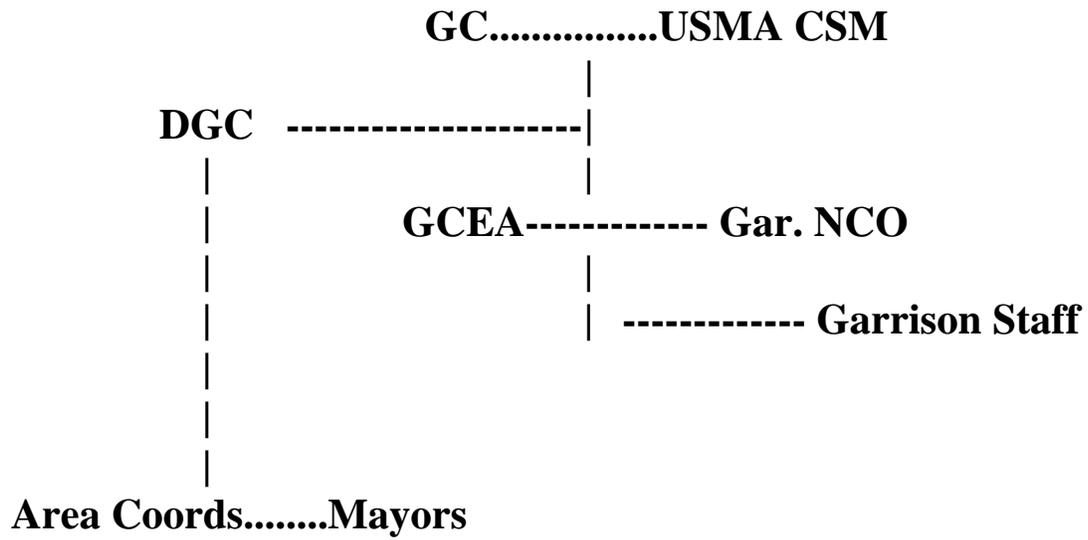
* These will have two co-Mayors. This is based on a formula of one Mayor per about 80 families or enlisted soldiers.

** Stewart Terrace will have three co-Mayors.

*** Stony Lonesome will have four co-Mayors based upon the above formula.

APPENDIX B

Community Life Program Staff Organization:



APPENDIX C
Community Action Council (CAC) Meeting

1. The CAC is a monthly meeting where the USMA Garrison Staff meets with the Mayors. The GCEA schedules the meeting on the fourth Monday of each month. (If that Monday is a Federal holiday, the CAC will be held on Tuesday of the same week.) The GCEA will announce the location through various media. The Garrison Commander (GC) chairs the meeting, and it is open to the entire USMA community.

2. The GC or designated representative will chair the meetings. The following directors, personnel and activity representatives will attend:

- | | |
|-----------------------------|-----------------------|
| GC, Stewart Subpost | Director, DOIM |
| Deputy Garrison Commander | Director, DHPW |
| GCEA | Provost Marshal |
| USMA Command Sergeant Major | Representative, KACH |
| All Mayors | Post Chaplain |
| Director, DCFA | Post Exchange Manager |
| Director of Logistics | Commissary Officer |

3. The GC may invite additional staff, commanders, and special guests to attend. These might include: Area Coordinators, American Red Cross, West Point Women’s Club, Inspector General, Stewart Wives Club, etc.

4. The CAC seeks resolutions to submitted issues and provides courses of action that meet the needs of the total USMA community. Additionally, CAC reviews community improvement programs and acts on proposals submitted by members.

5. At the CAC, the GC may resolve issues or direct the appropriate staff members to do so.

6. The Garrison NCO will do the following:

- a. Provide a written agenda consisting of a schedule of briefers and other information pertinent to the meeting.
- b. Provide all handouts to Mayors one hour before the CAC begins to allow Mayors an opportunity to review issue worksheet responses.
- c. Record the minutes and distribute them with all issue worksheets and responses to Mayors, staff activities and USMA residents.

7. Sequence of Events:

- (a) The GC will provide opening remarks.
- (b) Each activity director will provide a briefing regarding issues raised, solutions and current items of community interest.
- (c) CAC members and those invited by the GC will have the opportunity to question each briefier.
- (d) The GCEA will brief any Level Four issues and open the floor for discussion by the CAC members.
- (e) The Garrison NCO may provide administrative announcements if necessary.

APPENDIX D
Mayor's Job Description

1. Position Title: Mayor

2. Goals:

- a. Create and maintain a formal line of communication to effectively identify, assess and resolve housing area issues and to improve community relations.
- b. Create and foster an atmosphere of mutual cooperation and concern between garrison staff activities and residents.
- c. Expedite the problem solving process between the residents and garrison activities.
- d. Provide recommendations to the GC for improving the quality of life within the USMA community.
- e. Provide forums for residents to raise collective concerns with regard to policies and conditions that affect them.
- f. Generate interest, pride, and satisfaction among residents through their involvement in community activities, projects and programs.

3. Description of Duties:

- a. Serves as a volunteer housing area representative and liaison to the command.
- b. Represents resident concerns and opinions in various community life issues.
- c. Acts as a focus of communications within the housing area.
- d. Recruits, interviews and trains the Mayor's Committee.
- e. Meets with area coordinators when necessary to discuss issues and responsibilities.
- f. Conducts housing area meetings in coordination with the Area Coordinator(s) when necessary to exchange information with the residents.
- g. Supports residents in accomplishing housing area initiated projects.
- h. Provides support for or may conduct housing area recreational and social activities to get residents involved and build a sense of community pride.
- i. Represents the housing area at the monthly MAC and CAC meetings. Mayors must attend at least 75 percent of these meetings.
- j. Informs his/her residents about issues discussed at the CAC during housing area meetings and through newsletters.
- k. Keeps housing area members informed of all issues that may affect them or their families.
- l. May serve on garrison advisory councils as a Mayors' representative.

4. Time Required: That necessary to attend the MAC and CAC meetings, to gather issues, to distribute information and to conduct other official actions. Mayors may devote additional time to housing area activities (10 to 20 hours per month, flexible).

5. Qualifications: Mayor must be willing to work with garrison activities and staff for the betterment and improvement of quality of life issues and able to attend the MAC and CAC meetings.

6. Training: The GCEA coordinates and supervises formal and individual training. Each Mayor will receive a comprehensive Mayors Book reference.

7. Supervision: The GCEA provides supervision and guidance.

APPENDIX E
Mayor Elections

1. General.

- a. The GCEA will conduct annual mayoral elections for each housing area. If only one person has indicated interest in the position, the GC may appoint that person.
- b. Members of the housing area will identify candidates for election and submit names to the GCEA.
- c. In the event a Mayor is unable to fulfill his/her term of office, the GCEA will solicit a volunteer to fulfill the unexpired term.

2. Eligibility. Individuals over the age of 18 residing in the housing area are eligible for election and to vote.

3. Campaigning.

- a. The GCEA will serve as the supervisor of elections.
- b. Individuals whose names are placed on the ballot will receive a copy of the CLP and campaign guidance from the Garrison NCO.
- c. Candidates will "campaign" for Mayor only as outlined in this regulation or as approved by the GCEA. Candidates may only campaign in their housing area.
- d. The GCEA will provide each candidate with the opportunity to present his/her views to the public through releases and campaign fliers for distribution in the appropriate housing area.
- e. The GCEA will establish voting areas when necessary.
- f. Candidates may not campaign at the voting place.
- g. Posters may not be larger than 18" x 24" and will be placed only in areas authorized by the GCEA at specific times. Candidates will remove all signs by close of business, the day following the elections. Candidates will ensure compliance.
- h. The GCEA will approve times and manner of public campaigning three days in advance. Candidates may not campaign before 0900 or after 2000 daily and may not disrupt the normal harmony of the neighborhood (by using loud speakers, drums, confetti, etc.).
- i. Residents will not use personal funds for campaigning. Solicitation of campaign funds is not permitted.
- j. Candidates must provide requests for reproduction of fliers to the GCEA five days prior to the requested distribution date.
- k. Campaign materials will be in good taste and will not demean individuals or the Army.
- l. Candidates will not use their official positions to influence the elections.
- m. Candidates and supporters will not campaign in military uniform (candidates or support participants).

APPENDIX F
Removal of Mayor

1. The final authority to remove a Mayor and/or Mayor's Committee members will rest with the GC. Causes that justify removal will include, but are not limited to:

- a. Conviction of an offense that reflects on the integrity of the individual.
- b. Misuse of funds or equipment.
- c. Inability to cooperate with the other individuals in the CLP, including Garrison Staff or Directorates and their subordinates.
- d. Inability to perform the job of Mayor.
- e. Inability to attend 75 percent of MAC and CAC meetings.
- f. Disregard for this regulation and refusal to comply with job description, chain of command, etc.
- g. Any action, by word or deed, that discredits the CLP.

2. The procedure for elimination of a Mayor and/or Mayor's Committee member:

- a. The GCEA investigates the matter or complaint.
- b. The GCEA then provides the individual written notice of the contemplated action and the reasons. The individual has 14 days to respond.
- c. After receipt of the individual's response (if any), the GCEA will provide a recommendation to Garrison Commander on a course of action.
- d. The GC will direct removal or some other course of action.
- e. The individual recommended for removal will have a right to appeal the decision of the GC within 14 days.

APPENDIX G

Mayors Advisory Council (MAC) Meeting

1. The Mayor's Advisory Council (MAC) meeting provides the Mayors with a private time to discuss issues of community concern.
2. The MAC normally meets once during the first two weeks of each month.
3. A Mayor or volunteer facilitates the meetings.
4. The GCEA coordinates to provide free child care for Mayors while they attend these meetings.
5. Mayors are not the "Community Police." Residents should raise housing area and USMA community issues, needs, problems and suggestions through their Mayors to the appropriate Garrison staff element prior to each MAC meeting.
6. Mayors may invite select members of the GC's staff, through the GCEA, to attend these meetings, to provide support and to discuss specific issues or concerns.
7. At the MAC, the Mayors identify and discuss housing area and quality of life issues that have to be addressed to the GC and his/her staff for resolution and/or further consideration.
8. Mayors will discuss their issue worksheets and submit them to the GCEA for staffing.

APPENDIX H

References:

AR 210-7, Commercial Solicitation on Army Installations

AR 608-1, Army Community Service Program

USMA Reg. 40-1 Medical Service Animal Control

USMA Reg. 190-5, Motor Vehicle Traffic Supervision

USMA Reg. 210-9, Area Coordinator Program

USMA Reg. 420-3, DHPW Fire Prevention and Protection

USMA Reg. 420-8 Snow Operations

USMA Reg. 420-22, Self Help Program

USMA Reg. 600-3 Disposition of Juvenile Misconduct

USMA Supplement 1 to AR 210-1 Private Organizations on DA Installations

USMA Supplement 1 to AR 210-50, Housing Management, Annex C

Army Family Action Plan, July 1995

DHPW, Guide to Permits and Approvals

DHPW, Customer Service Handbook

Policy, Supervision of Minor Children, March 1996

