

**FORT MONROE  
MAYORAL PROGRAM  
STANDARD OPERATING PROCEDURES**

ATZG-PA-HC (608-1a)

1. **Purpose.** To provide a Mayoral Program at Fort Monroe which will enhance the living environment and improve the quality of life for soldiers and their families who live in family housing.

2. **Objectives.** The following will be initiated:

a. Create a formal line of communication to effectively identify, assess and resolve community issues and programs.

b. Improve communication and coordination between the Fort Monroe staff and activities and the communities they serve.

c. Create and foster an atmosphere of mutual cooperation and concern.

d. Compliment other programs impacting on the community (e.g., law enforcement, safety, and self-help programs).

e. Generate interest, pride, and satisfaction through personal involvement in neighborhood activities, projects, and programs.

3. **Mayoral Program.** In order to achieve these objectives, Fort Monroe will elect four mayors (Moat Area, Marina Area, Ingalls Road Area, and Wherry Housing Area).

a. The community mayor, a resident military service member or spouse, will be elected for a one-year term. All community mayors are volunteers and should be recognized as such when demands are made on their terms.

b. Mayors are responsible, not only to the community residents, but to the D, MWR and the Post Commander. Mayors shall represent community issues and concerns and not personal interests. Each mayor should have a sincere interest in the position, an ability to communicate, and the ability to stand up for an issue. They should be well versed in proper military etiquette and protocol and informed on how to make maximum use of the chain of command in order to be effective in reaching a solution before escalating an issue to a higher level. Issues should be handled at the lowest level of concern first; however, a mayor does not have to accept less than adequate support or inadequate answers to questions, and may escalate the issue.

c. **Functions of the mayor.**

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(1) The most important function of the mayor is to serve as a facilitator or link between the community members and the post staff. The mayor will establish a method of disseminating information to the community and to the post staff.

(2) The mayor will be responsible for identifying areas of concern and informing the post staff. The procedure is to provide information through the Family Services Coordinator in the Soldier and Family Support Division of the D, MWR, to the Post Commander. The mayor must be sensitive to the needs, interest, and concerns of community residents. However, when dealing with controversial issues, the mayor must remain "neutral." Care must be taken to ensure that concerns are genuinely group issues and not the requests of individuals or special interest groups.

(3) The mayor assists in developing, managing, and providing access to programs and services that will respond to neighborhood needs. Each mayor is encouraged to use existing agencies to the maximum possible. Where services or programs do not exist, the mayor may work to institute a new service. Again, care should be given to assuring that overall community needs are being met.

(4) Each mayor will need to assess the individual community in order to determine the types of issues that need community involvement. In assessing the issues of an area, the mayor must be able to look objectively at a situation and determine whether the issue will "improve the quality of life" and "affect the community as a whole." It is an important part of the mayor's role to maintain and support Project Pride.

(5) The mayor is invited to attend or send a representative to meetings concerning the community, such as the Quality Management Board, Towne Hall Meetings, and the Fort Monroe Family Action Plan Seminar.

(6) Each mayor will be a member of the Quality Management Board, which is chaired by the D, MWR, and will meet as necessary to address concerns of the individual communities as they relate to the post as a whole, to formulate plans, and to share information. Representatives from support agencies may be invited to attend as needed.

(7) The mayor or a representative should attend Town Hall Meetings, which are hosted by the Post Commander. Prior to the Town Hall Meeting, mayors will meet with the Post Commander to discuss agenda items.

**FOR THE COMMANDER:**

**PERRY D. ALLMENDINGER**  
Colonel, Special Forces  
Commanding