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**MEDIA RELEASE: Teamwork Makes it Better at Benning**

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**FORT BENNING, Ga.** – Residents of Indianhead Village and MacDonald Manor met roving groups of key leaders in their neighborhoods during a walking town hall Wednesday.

For the groups, comprised of Army leaders and representatives of on-post services, it was a chance to connect with the people that matter most.

“When the Army talks about taking care of families, the best place to do that is where they are comfortable,” said Col. Dawson A. Plummer, Commander, 194<sup>th</sup> Armored Brigade.

As the groups talked with residents, topics ranged from schools and speeding to community resources and repairs. For the assembled group, it was all important.

“What might seem small to some, can make a huge impact,” encouraged Plummer.

Service representatives took notes from each conversation, with plans to improve the quality of life at Fort Benning.

“This is about communication,” said Ray Castillo, Assistant Facility Director, The Villages of Benning. “We are out here to improve that.”

For Indianhead residents, one recurring issue was the fencing. The event was an opportunity for residents to bring attention to the problem and for the maintenance team to clarify their plans and reinforce their commitment to customer service.

“If we can repair it, we do,” explained Castillo. “If it’s at the end of its life cycle, we replace it.”

Residents expressed their understanding of reduced staffing and operating in the COVID environment, giving high marks to the team and their efforts to minimize impact on daily life.

“Every time we call, they are responsive and polite,” said Staff Sgt. Michael Pranger, a resident of Indianhead Village. “The people, the way the base is taken care of – everything is ten times better at Benning.”

Army leaders shared their notes with the other groups, committing their time and resources while working together to accomplish their combined mission of continuous improvement.

“These (walking town halls) are all about engaging with the community because our interests are aligned,” explained Maj. Gen. Patrick J. Donahoe, Commanding General, Maneuver Center of Excellence and Fort Benning. “We are all committed to making it better at Benning.”

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