

Mission Support

Q: What is the process for a retiree to get an ID card?

A: We currently have three ways a retiree can get an ID card:

1. In-person appointments from 8 a.m. to 3 p.m. Appointments can be scheduled at <https://idco.dmdc.osd.mil/idco/>. Currently, the soonest available appointment is the week of Aug. 16, 2021. Since we service 4,000+ customers (active duty, civilians, dependents, and retirees) on a monthly basis, appointments fill up extremely fast. If there are no readily available appointments, or any that meet your needs, we highly encourage the use of one of our new kiosks located at the Base Exchange. They are extremely easy to use and do NOT require an appointment.

2. At one of two ID card kiosks conveniently located at the Base Exchange. This is a great option for retirees/dependents who want to renew their ID card at their own convenience—just walk up, scan the required documents, and the machine will take their picture. Customers will be contacted for ID card pick-up within 14 business days.

- If applicable, please ensure dependents have a “CAC signed” DD Form 1172 to submit with their documents and/or pick up their new ID card.

- If the DD Form 1172 is not “CAC signed” and is wet signed, it will need to be notarized off base or it can be notarized by the Customer Support Team prior to customer pick up.

If you have difficulties using the ID card kiosk, the MacDill AFB Force Support Squadron has put together an instructional video that includes everything that you need bring with you. The link to the instructional video is located on our MacDill FSS website located at: <https://macdillfss.com/id-cards/>.

3. Walk-in if it is mission essential/an emergency (i.e. cards expiring within 7 days, initial issue, pin resets, and lost or stolen IDs).

Q: The U.S. Army housing Facebook page announced that they are allowing their IHF hotels to move their rates to meet the soldier’s BAH rate. Is the Air Force or MacDill AFB changing the rates for the MacDill Inn?

A: Unfortunately, we do not have the authority to change our lodging rates at the installation level. Air Force lodging rates are set at SAF/FM with implementation coordinated through the Air Force Services Center down to installations. However, this is a known issue and the Air Force is looking into adjusting TLF rates or PCS delays to mitigate housing shortages. New BAH rates takes into account inputs from local real estate professionals, market rental prices and additional housing data. For the most up-to-date BAH information please click here: <https://www.defensetravel.dod.mil/>

Q: Why is administrative leave not approved for G Civilians that have to quarantine because the CDC closed my children’s classroom?

A: Per USD guidance, Department of Defense agencies have been advised to use “Weather and Safety Leave” for non-telework, COVID-19 asymptomatic employees directed to quarantine by a medical professional or public health authority. If the employee is asymptomatic, has not been directed to quarantine by appropriate authority, or have children at home due to school system or childcare center closures, Weather and Safety leave is not permitted and annual leave or sick leave is required. The attachment depicts various scenarios in which Weather and Safety, annual, or sick leave should be used.



Civilian Duty Status and Use of Weather

Q: Will Seascapes open back up soon?

A: Right now, there are no plans to reopen venues that serve non-mission essential gatherings.

Q: Is the military and family readiness center open?

A: Yes. The Military and Family Readiness Center is open for appointments and emergency walk-ins. Please visit <http://www.macdillfss.com> for more information.

Q: Is there a possibility that the Base Fitness facility will operate at an Active Duty only status since there are limited hours?

A: At this time, there are no plans for the Base Fitness facility to operate at an Active Duty only status. The hours of operation are as follow:

HOURS OF OPERATION:

Monday - Friday • 5am - 11pm

Saturday - Sunday • 6am - 4pm

Access for Active Duty, DoD Civilians, Retirees and Dependents ages 16 and up.

Q: Hopefully there will be some sort of discussion regarding an emergency BAH increase. BAH is actually less in Tampa now than when I was here last in 2012-2016; yet, the housing inventory is at an all-time low and housing costs are about 30-40% higher.

A: We realize this year has been challenging for members PCSing to the local area. We are aware and understand that the inventory in the local market is at an all-time low. Every year, the Air Force does a review of the Basic Allowance for Housing (BAH) and the new rates are updated each January. Due to significant changes observed this year in the housing market, the Office of Supplier Diversity is evaluating making immediate adjustments if the rates have changed by 20% from last year. While the housing market is 'hot,' our overall market rate did not meet the 20% increase. If families are having trouble finding a home, please visit our Military Housing Office and they can share properties that are part of our rental partnership program.

In addition to evaluating BAH rates, OSD is also evaluating TLE (Temporary Lodging Expense) extension. The team is actively engaged to extend TLE for MacDill AFB due to the low housing inventory in the area.

Q: What is the current status of the Housing Bill of Rights?

A: Ensuring Airmen, Guardians, and their families have safe and healthy housing remains our top priority. OSD issued a revised Military Privatized Housing Initiative Tenant Bill of Rights effective Aug. 1, 2021, that now includes all 18 Rights and addresses the ongoing efforts to ensure these rights are available to the maximum extent possible.

There are four remaining bill of rights currently **not** available for our residents at MacDill AFB [1) Seven-year maintenance history, 2) Formal Dispute resolution process, 3) Rent Segregation 4) Universal Lease.]. The PO intends to provide these services but they are currently not available.

Q: Why are the last four remaining bill of rights not available at MacDill AFB?

A: Implementation of the final four rights is a collaborative effort involving the DoD, Tri-service secretaries, DAF leadership, and project owner leadership. The implementation of these Bill of Rights at existing DAF projects requires voluntary agreement by the respective Military Housing Privatization Initiative companies, and the DAF cannot unilaterally change the terms of these agreements. Two owners have not implemented the remaining four rights at four DAF locations.

Q: I would like to store my boat in housing, but the current rules don't allow it. What can be done?

A: Boats and RVs should be stored in the base recreation storage area while on base. RVs and boats are not allowed in housing due to safety issues related to egress of emergency vehicles coupled with the issue of children playing in others' carports.

Q: Will Fam Camp be limited to spots available again and can Active Duty personnel have priority during this time?

A: Fam Camp availability is first come, first serve if you do not have an existing reservation. There are some exceptions made due to mission requirements, but we do not give priority to Active Duty personnel.

Q: So if schools are asking kids to wear masks, why are we not asking the CDC kids to wear them with parents testing positive and non-mission essential parents?

A: Per Air Force Policy, all Child and Youth Program personnel and children ages two and over are required to wear cloth face coverings while in the facility and outside as mandated. Young children under the age of 2 two are not required to wear face covering because of the concerns that they might suffocate. This policy has been in effect since October 2020 and is still applicable today. Additionally, the Centers for Disease Control and Prevention recommends people wear a cloth face covering to cover their nose and mouth to help prevent the spread of the virus from the wearer to others (i.e. parents to staff, staff to parents). Therefore, if both the parent and the staff are wearing proper face coverings the risk of transmission is minimal, especially when other health protection measures are followed.

Q: My dependent ID is expiring and there are no appointments available and I can't use the kiosk. Will they be extending the ID expiration again for IDs expiring in August?

A: As of today, The Under Secretary of Defense for Personnel and Readiness has extended dependent ID cards that expired between 1 Jan 2020 and 31 July 2021 until the following dates:

31 Aug 2021 – Foreign Affiliates and their dependents

31 Oct 2021 – Dependents of Active Duty & Reserve and National Guard Uniformed Service members and their dependents

31 Jan 2022 – Retirees and their dependents and all other populations

Additionally, starting on Friday Aug. 6, 2021, the MPF will be opening up additional ID card renewal appointments from 8-11 a.m. to go along with the 1-3 p.m. appointments. You may book your appointment on the DEERS RAPIDS appointment schedule website located at: <https://idco.dmdc.osd.mil/idco/locator>. If you are having difficulties using the ID card kiosk, the

MacDill AFB Force Support squadron has put together an instructional video on how to use our ID card kiosks and what all you need to bring with you. The link to the instructional video is located on our MacDill FSS website located at: <https://macdillfss.com/id-cards/> . Two Dependent ID card renewal kiosks are conveniently located at the Base Exchange.

Q: Why are admin services unable to be fully operational now, but the fitness center and all other base ops are more or less fully operational with everyone wearing masks now? Won't this just cause a massive backlog of ID card etc. related issues?

A: DEERS (ID Cards) section is fully operational with the following schedule:

- Walk-ins 8-11 a.m. for mission essential (CAC initial issue, lost CAC, expiring CACs within 7 days, CAC pin resets, emergencies, and Total Force ID card hardships will be worked on a case-by-case basis to include pre-deployment support)
- Appointments 8 a.m. – 3 p.m. Mon-Fri
- Kiosk use will stay the same and will be highly encouraged for retiree/dependents use on a daily basis.

Q: Moving into HPCON Charlie and with the new mask policy, how will this affect PT Tests?

A: Fitness Assessments will only be conducted outdoors, sessions will be reduced to 10 testers max. Testers will be required to wear a mask, the mask may be removed when performing the physical activity. Fitness is directly related to mission readiness, and our intent is to continue PT testing unless circumstances arise that force us to discontinue them.

Medical Group

Q: President Biden announced last Thursday that all federal employees and on-site contractors will have to be vaccinated against COVID or be required to wear masks and undergo repeated testing. How is MacDill AFB implementing this requirement?

A: We have been instructed to wait for additional DoD and DAF implementation guidance. DoD P&R is currently working on guidance to address new requirements. Until such time as implementation guidance is received and disseminated, commanders are to continue following previous policy issued; specifically, employees are not to be asked about their vaccination status and no testing requirements are to be implemented.

Q: Is it possible to consider having a testing site for the virus at the installation?

A: Active Duty needs to go to the Medical Group to get a Covid test by appointment through the care line. Results are made available through the Tricare online portal. If it is past duty hours, please try to wait until the next duty day to receive a test. However, if it is an emergency or on a weekend and you need to go to an urgent care clinic, make sure you upload your test results to the Tricare online portal.

Q: Do you have any predictions based on current trends for what the future may hold for the local area and MacDill AFB?

A: In the past few weeks, there has been a definite increase in COVID-19 cases and hospital admissions, especially with the Delta variant. As we talk weekly with our local hospitals, we have learned that for those hospital admissions, 90% of those individuals are unvaccinated. We highly encourage anyone with a DoD ID card to please book an appointment to get a vaccine at the Med Group located on base.