

# MacDill Air Force Base

## Questions & Answers

This document contains answers and progress updates for questions and/or concerns submitted at MacDill Town Halls, to the Commander's Action Line and to the MacDill Thought Box. Updates are made as they become available. Is your question, concern or idea not listed here? Submit it using any of the below avenues:

MacDill Thought Box:  
Scan QR code or [click here](#)



Facebook:  
<https://www.facebook.com/MacDillAirForceBase/>

Commander's Action Line: [macdillwingcommander@us.af.mil](mailto:macdillwingcommander@us.af.mil)

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# **On-Base Privatized Housing**

## **Policies & Procedures**

INFO - For all Harbor Bay policies, procedures and frequently asked questions: [Harbor Bay at MacDill](#)

Q: Can I install an electric fence for my dog?

A: Interior and exterior alterations such as this may be authorized with an approved Alteration Request which can be picked up at the Welcome Center or from your Housing Coordinator.

## **Maintenance**

INFO: If you are a current resident with a maintenance request, select “I need maintenance” from the drop-down menu [at this link](#) and enter your request in the comments section. Alternatively, for all service requests, including emergency requests, call the 24-hour, toll-free maintenance line at 866-344-6031.

Q: Does MacDill check all housing for mold or water intrusion before new families move in? Did MacDill check all housing recently after the negative stories in the news?

A: Yes, each unit is inspected before new families move in during the transition period. By direction of the Secretary of the Air Force, installations including MacDill conducted inspections for 100% of base housing for health and safety concerns.

Q: What can be done about the squirrels in and around housing?

A: Should a squirrel gain entrance inside your home, Harbor Bay will respond and make arrangements to remove the squirrel. Harbor Bay cannot control exterior activities of squirrels as they are part of the natural environment.

Q: Are there plans to upgrade or conduct reconstruction on Chevron Park housing? Add new on base houses so more people can live on base?

A: The Chevron exterior re-clad project has already begun. Unfortunately, with current high construction costs and rising interest rates, we are not able to make a business case for building more homes.

Q: Why is pest control only available once per week?

A: Pest control is a contracted service conducted regularly at scheduled times. If there is a pest control request that qualifies as an emergency, please contact our maintenance office for assistance.

## **Enlisted Dormitories**

Q: How can I move out of the dorms?

A: You are eligible to move out of the dorms after 3 years TIS (Time in Service). However, an ETP (Exception to Policy) can be requested through your First Sergeant with the MSG Commander being the approval authority.

## **Lodging**

Q: I am visiting Tampa soon and I am a veteran who served for 4 years. I used to work at MacDill. I need to make a reservation with on base lodging, how do I do that?

A: Lodging reservations can be made by calling 813-828-4259, by emailing [macdill.inn@us.af.mil](mailto:macdill.inn@us.af.mil), or online through [af.dodlodging.net](http://af.dodlodging.net) with MacDill AFB set as the location. Due to high occupancy rates at MacDill AFB from personnel on orders (priority 1 guests), space-available reservations can be made up to 120 days in advance. Space-A TLF reservations can only be made up to 30 days in advance.

## **Dining/Shopping**

Q: Can we have baby changing tables at Seascapes?

A: Thanks to the individual who brought this up at the first Town Hall in October 2018, we are happy to say there are now baby changing tables at Seascapes. Keep the great ideas coming.

Q: Can on-base restaurants serve gluten-free foods without risk of cross-contamination?

A: We follow all established FDA guidelines for food preparation. If you are interested in learning more, please contact our restaurants directly.

## **AAFES & DECA**

Q: How does the commissary ensure quality food for our service members?

A: Our Produce and Grocery Department receivers are fully trained and inspect all deliveries for quality and freshness. Any product that does not meet the strictest standards and temperature controls is rejected. The Commissary itself maintains the proper temperatures and humidity to ensure the quality of perishable goods. Even with all the controls in place perishable goods should be used soon after purchase. Even under the best of conditions freshness and nutritional value deteriorates if stored for too long. I have included an attachment with some guidelines for the storage of perishable goods in the home.

Q: Why does the produce seem to go bad so quickly? Why are some food items still on the shelves despite being far past expiration dates?

A: The Commissary relies on Industry Vendors and Contractors for stocking of the majority of the products. We require FIFO (First In First Out) be followed for all stocking activities. There are Quality Assurance Evaluators that perform random inspections of items daily to ensure compliance. Air Force Food Inspectors also conduct unannounced and formal inspections of the facility to assist us in monitoring the issue. I would like to assure you that there are policies and procedures in place to provide the best quality of product possible. If any patron has issue with the quality of product sold or has purchased expired product we will always provide a full refund.

Q: Can the food court stay open until 7 p.m. instead of only 5 p.m.?

A: Right now, there are a few dining options open later for base personnel, to include Marco's Pizza and the dining facility. The food court vendors are contracted through AAFES, and determine their operation hours. Several years ago they were open until 7 p.m., but not enough customers were using the stores to keep up with operating costs. AAFES mini-mall construction is scheduled to begin in Feb (opening late '19). Once there are additional stores in the complex, it may drive later operating hours. Due to our town hall, they will extend some food venues for dinner, updates to follow.

The food court closes at 1830 Mon-Sat and 1700 on Sunday. Once we open the new food court we will measure customer foot traffic and sales, and consider opportunities to make changes to the food court operation hours.

Q: What new stores and restaurants are coming with the ongoing renovation?

A: Starbucks, Arby's, Taco Bell, Boston Market and a Japanese restaurant have all committed to moving in. Once AAFES negotiation is complete with their sources, we will provide more updates on the exciting new restaurants and stores coming to MacDill. There will likely be one more food option but we are not sure what the brand/food type will be at this time.

## **Getting around MacDill (Planes, trains, automobiles)**

## **Safety**

Q: Can ride-sharing services get access to pick us up on- base?

A: Uber and Lyft services are allowed on base with an extra security requirement upon entry. Drivers without base access are required to show and surrender valid U.S. driver's license at the gate and are subject to a vehicle check. Once they pick-up/drop-off their fare, they will return to the Dale Mabry Gate to retrieve their license. If the base members are requesting Uber or Lyft to pick them up on base, the base member must call the Dale Mabry Gate at 828-7819 to advise security forces the expected time of arrival, driver and vehicle description of the Uber/Lyft ride. \*\*\*\*NOTE: Unauthorized weapons/firearms are NOT PERMITTED on the installation. This includes individuals with conceal carry permits.

The Joint Service Against Drunk Driving (JSADD) program is also available 24/7 to any DoD cardholder, free of charge, at 813-828-RIDE (7433).

Q: Why aren't there speed bumps in the alley ways?

A: In the past, we (Harbor Bay) have regularly inserted and removed traffic bumps. We can certainly consider revisiting this plan. We encourage you to tell your neighbors to slow down and watch out for kids. We can take this to the MacDill traffic working group and ask if they have any other recommendations as well.

Q: Can you put a fence line in by CENTCOM to stop people from running across the street where the old crosswalk used to be?

A: We (CE) installed a sidewalk connecting the parking area to the lighted crosswalk. We're re-evaluating this as a potential safety problem, and developing what actions may need to be taken regarding this. We urge everyone parking in that area to utilize the lighted crosswalks for the safety of pedestrians and drivers.

Q: Why does the speed limit around the Bayshore Gate say two different things? (On-base says 25 MPH but off-base says 15 MPH)

A: We will investigate and work to clarify when the speed limit transitions. The speed limit is currently 15 mph when transitioning through the gate, and 25 mph on the installation unless posted otherwise.

Q: How do you enforce the speed limit on base?



A: We are fortunate enough to have an excellent security forces team with the latest in technology and patrols to keep the base safe by ticketing speeders, however we don't have the manning to be everywhere at once. If you see someone speeding we encourage you to say something. Call our BDOC staff 24/7 at 813-828-3322 to report speeding vehicles or any other crime or suspicious activity, and our teams are trained to respond.

Security Forces is in an all-out public awareness blitz to inform the base populace of traffic rules to assist in reducing speeding, parking violations and other traffic related violations. We are in the process of completing a Thunderbolt article to cover speed limits in and around school zones, high pedestrian traffic areas, housing traffic and parking, handicap parking, crosswalks, biking on the roadways, texting, parking and other traffic safety related issues. Police Services and the Administration/Report Section have briefed at the CENTCOM Coalition Newcomers Briefing and 6 AMW Newcomers Briefing, which is scheduled monthly.

Update 1: MacDill Security Forces is continuing its public awareness and safety campaign to ensure Team MacDill members are safe on base and aware of the rules keeping them safe. This increased awareness and safety results from heightened presence throughout the base and education through MacDill social media outlets. To follow updates, please visit the MacDill Air Force Base Facebook page.

Q: Can Tampa Police help with people speeding immediately after exiting base?

A: MacDill AFB shares a great relationship with Tampa PD. They are very supportive of requests that we reach out to them with. With that said, if we have a time frame that issues are occurring, we can send the request over to Tampa PD keeping in mind that they are tasked with policing the entire Tampa community.

Q: How are you enforcing the mandatory use of bicycle helmets while riding on base?

A: Children who are not in compliance will be asked to get off bicycles/scooters and walk. If they are accompanied by an adult we will educate them on the base regulations. Note: It is mandatory for everyone riding a bike on the base to wear a helmet. Adults not in compliance can be issued a ticket for improper safety equipment.

Electric bicycles ARE authorized if the operator is at least 16 years of age. A license is not required if they are at least 16 years of age operating a bicycle with an electric helper-motor that cannot go faster than 20 mph on level ground.

Motorized Scooters are not authorized. "Motorized Scooter" means: Any vehicle not having a seat or saddle for the use of the rider, designed to travel on not more than three wheels, and not capable of propelling the vehicle at a speed greater than 30 miles per hour on level ground. This type scooter cannot be titled or registered in this state, and cannot be operated on the roadways or sidewalks of this state.

Q: Would it be possible to open the Tinker Gate in the afternoon for a few hours? Exiting Tinker leads to Interbay and Manhattan intersection. This would help alleviate traffic caused by everyone having to exit out of the Dale Mabry or MacDill gates. Additionally, the base exit is backed up because of everyone waiting at the light to turn left onto Interbay (all the people who would exit out of Tinker Gate if they could) Please consider it even if it is just for peak hours such as 3-5 p.m. The Tampa community would be happier, we would be happier...it's a win, win. I will even gather a crowd of people who would pay money to be able to use the Tinker gate in the afternoon.

A: Unfortunately, we do not have the available manpower to open the Tanker Gate in the evenings. Additionally, due to the configuration of the barriers and entrance/access roads, we do not have the ability to prevent vehicles from entering due to confusion or misperception that the gate is open. We do open the MacDill Gate in the evenings, which does alleviate much of the traffic on the installation. Traffic on and off base is a challenge at MacDill due to the fact that we are so limited by options by being on a peninsula and having only North/South travel/access capabilities. Thank you for the question, and if the design or construction ever changes at the Tanker Gate, your idea may well be implemented.

## **Traffic & Construction**

Q: Is it possible to add a right-only turn lane at Zemke Ave to alleviate congestion?

A: We (CE) are currently working to get funding for a project to expand the Zemke-Bayshore intersection to include a right-hand turn only lane. The project is intended to be funded in our fiscal year 2020 plan.

Q: What is the purpose of the current construction at Bayshore Gate?

A: The Bayshore Gate originally had only a single in-bound lane and outbound lane outside the base perimeter. The ID checkpoint locations places the guard in a vulnerable position to inbound traffic and exposes them to inclement weather. The Bayshore Gate project constructed new ID checkpoint islands with an overhead canopy inside the base perimeter. The new ID checkpoint provides our Security Forces (SF) guards protection from the weather as well as create two in-bound lanes at the checkpoint station with a continuous outbound lane. This enables SF guards to control traffic entering and exiting the base more effectively.

Q: When will the ferry be available as a transportation option?

A: Data from a survey sent on October 29<sup>th</sup>, 2018 has been collected regarding the ferry. Hillsborough County, in partnership with an engineering firm, is now analyzing the resources needed and demand for a cross-bay ferry at three different sites along the east side of Hillsborough Bay. For more information please visit:

<https://extsites.kimley-horn.com/projects/TampaBayPassengerFerryStudy/>

Stay tuned here or on MacDill Air Force Base's Facebook for future updates!

## **Parking**

Q: Can more parking be created for on-base SNCO housing? Some only have one parking spot.

A: Harbor Bay has investigated the possibility of adding additional parking spaces on the limited land space available in the Liberty Cove neighborhood. Unfortunately, we are unable to build on these areas. As much as possible, we ask that residents in this neighborhood utilize their single car double deep garages, then their driveways and finally the street for parking.

Q: Can more parking be added to the base? Hundreds of thousands of people using the base each day, and there is not enough parking for those who work here.

A: We (CE) are aware of the limited parking across the installation and will continue to plan and implement additional parking whenever possible. We have recently opened a newly constructed lot between Hangarloop Dr and Hillsborough Loop providing an additional 380 spaces. Security Forces continuously monitors and tickets vehicles parked in areas or spots that are not following parking rules and regulations.

Q: Can you add 1-hour parking options at the post office area?

A: There are currently 16 one-hour parking slots which we have determined to be an adequate number. The primary issue is people will park in these spots for the entire day. Security Forces has continually enforced parking violations here, citing over 50 tickets administered any given month. The recently built new parking lots between SOCOM and Security Forces should help relieve parking in the area. We will continue to plan and implement additional parking areas for the future.

Q: Can you add parking spots at the youth center for parents with children involved in activities there?

A: We are aware of the limited parking available at the Youth Center, CDC 1 and CDC 3. The staff has a designated parking lot between the Youth Center and CDC 3 to open up parking for parents. Civil engineering (CE) is looking at repainting the parking lots to make it clear where parking is available and not allowed. Security forces is also assisting with traffic flow in the mornings and afternoons. This is a major issue that is being directly addressed among squadron leadership between FSS, CES, and SFS in order to come up with immediate solutions.

## **Car Care**

Q: Why is the car wash broken so frequently?

A: We recently had a change in leadership and the new manager reached out to the servicing company that provides maintenance to re-establish that relationship and relay to them the importance of that car wash being operational. We are aware of the issue and are working on a solution. We understand it's an inconvenience, but we hope with this new relationship with maintenance team we can resolve any issues a lot more quickly than we have in the past.

Q: Can the auto hobby shop technicians be certified to use the equipment there so that we can use the necessary equipment to work on our vehicles? Can the days of usage be extended?

A: The original installer of the equipment will be performing a site visit the 2<sup>nd</sup> week of March in order to provide a quote for obtaining training and certification of auto hobby shop employees. There are also preliminary plans to add an additional day of operation if staffing levels remain consistent.

Q: Can you add car charging stations near any of the hangars?

A: We currently have four car charging stations on the installation. Two at SOCCENT and two at the parking lot behind the BX and USCENCOM. We are actively monitoring how often the current charging stations are being used in order to get an estimate on how many more will need to be added over time.

## **Leisure Time**

### **Pets**

Q: Can you add more dog parks near housing?

A: We have three dog parks on base and we are not looking into adding more dog parks at this time. If you have feedback for the dog parks currently available please let us know.

Q: The dog parks need maintenance. When will the grass be mowed and gates be fixed?

A: The dog park fence has been repaired. The water fountain will be fixed as soon as an ordered part is delivered. Except for summer months, the mowing is performed bi-weekly, weather permitting. If the area is too wet, the mowing can be delayed until the ground is dry enough for the mowing equipment to access the area. Harbor Bay makes every effort to keep our dog parks clean and enjoyable for all residents.

Q: How do you enforce the rules that require using dog leashes and cleaning up after them? What about the number of pets and type of breeds that on-base residents have?

A: The installation's pet policy applies to everyone on base, to include Harbor Bay, MacDill Inn and FamCamp residents or visitors, and is determined by Air Force regulations. The rules are enforced by Harbor Bay or installation security forces; complaints to Harbor Bay or the 6 AMW Security Forces Squadron will be addressed.

In accordance with AFI 32-6001 and AFI 32-6007, the following standards are in effect AF-wide:

a. Residents may not board dogs of any breed (including a mixed breed) that are deemed "aggressive or potentially aggressive," unless the dog is a certified military working dog that is being boarded by its handler/trainer or approval is obtained by the Installation Commander in writing. For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and wolf hybrids. Prohibition also extends to other breeds of dogs or individual dogs that demonstrate or are known to demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following type of behaviors: 1) Unprovoked barking, growling or snarling at people approaching the animal, 2) Aggressively running along a fence line when people are present, 3) Biting or scratching people, and 4) Escaping confinement or restriction to chase people.

b. Residents may not board exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot bellied pigs, monkeys, arachnids, or any farm animal.

c. Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards or allowed to run loose outside fenced yard.

d. Pet owners must maintain current immunizations on all pets. Dogs and cats are required to wear a collar or harness with current rabies and distemper vaccination attached.

e. Pet areas must be cleaned regularly to control and prevent vermin infestation. Pet feces must be picked up daily or immediately if the pet evacuates outside the patio or yard.

f. Operating a commercial kennel is prohibited.

Project owners determine additional requirements for tenant liability insurance, number and type of pets allowed, lease termination for failure to remove aggressive or unruly pets, and charges for pet damages. Harbor Bay's full Pet Policy is located on page 16 of the resident handbook located [at this link](#).

## **Fitness & Outdoor Recreation**

Q: The gym is pretty warm, are you working on the air conditioning in there?

A: 20% of air conditioners on base need to be replaced, and we're currently working through this. The Fitness Center AC is one of those, and we're expecting the new AC unit to be delivered by the end of March.

Q: Can you enforce the rules for the family room at the gym? It's hard to use when it's packed with people who don't have kids with them.

A: Sure thing! We'll add some additional signage which states parents with children have priority, and we'll be conducting additional walk-throughs by the staff during peak times. If you see something that doesn't look right, please let the staff at the front desk know. We'll address it immediately.

Q: Can you revamp the family room at the gym to add more activities for 7 to 12-year olds? It currently only accommodates younger age groups.

A: Revamping the Family Room at the Fitness Center is most certainly a possibility. Since the Short Fitness Center is driven by appropriated funds, it has to compete with funding for flight line activities, for example runway repairs. However, with specific requests, we will be able to better narrow down how to revamp the Family Room. Let us know what you had in mind by reaching out to the fitness center staff at 813-828-4496.

Q: There are fleas in the sand on the playground. Can you replace the sand with soft padding?

A: Harbor Bay has a long-term plan for playground replacements and improvements which are scheduled on a worse-to-best case scenario. Monies are budgeted each year to address those areas with the most need. Mitchell Park playground has been identified as a playground to receive improvements during the next couple years.

Q: Can the base pool stay open more of the year? We would be willing to pay for it.

A: We can look at extending the pool hours, but would need additional funding. If you would be willing to pay a fee please reach out so we can gage interest. Our pool is not heated, so even though it's Florida, we will likely still have to limit some days for safety concerns.

Q: Can you relook at the reservation process for FamCamp? It is hard for active duty to get a spot with all the rules.

A: Right now, FamCamp provides over 50 sites that are first-come, first-serve, so you are welcome to use those sites without a reservation. We are also expanding FamCamp with the addition of cabins that overlook the marina. However, to answer your question, our Outdoor Recreation manager is looking into options to address the reservation process and see if there are improvements we can make.

Q: Is there a check on tags/registration for all the RVs in storage that look abandoned?

A: We currently police the lots and issue warnings for RVs that are in violation of the rules. If you have a specific issue, please forward it to the Force Support Squadron for us to look into.

Q: Will the Bayshore water way ever be opened back up for kayaking and paddle boarding? It was restricted to only wading in 2012.

A: Thanks for asking the question and allowing us to once again clarify this policy. Kayaks have not been legally permitted on the East side of the installation (adjacent to Bayshore Blvd) since before 9/11/2001. The Department of Homeland Security deemed the waters adjacent to the entire installation as a Coastal Restricted Area (CRA). This zone extends out from the shoreline for 1000 meters. In the years immediately following 9/11, the US Coast Guard assisted with enforcement of these zones, including the prohibition of all fishing vessels, while still allowing for wade fishing. As of 2003, the 6th Security Forces Squadron took over complete responsibility for securing the CRA.

In the 2007/2008 timeframe, some confusion existed as to how far kayaks would be permitted towards the east of the Marina channel, and for a brief time, kayakers were given unauthorized access to that area. This created quite a bit of confusion and led to further research and consultation with the USCG and Wing Leadership. It was determined that the only permissible areas within the CRA for kayaks would remain adjacent to the beach as it now stands and is written into the Installation Defense Plan.

The Tampa Bay area offers hundreds if not thousands of outstanding options for kayak, wade and boat fishing. It also offers other areas such as the MacDill coastline that are restricted, such as near the Big Bend Power Station and various parts of the Port of Tampa. All of these areas share a need for a secure zone and these security zones are outlined in DHS regulations.

## Youth

Q: Can the CDC offer hourly care options?

A: Hourly child care is already an option. However, MacDill's CDC program is at capacity along with a waiting list for the program. Having only 2 family child care providers on base, we are limited in our flexibility for hourly care. With additional family child care providers, the CDC program can increase the availability of hourly care. If you know of anyone looking for a job, we are hiring care providers!

Q: Can the CDC allow extended childcare during exercises to parents who are not dual-military but both work during the exercise time frame?

A: Yes, the individual should call the CDC when they request assistance during specific situations such as this, and the CDC will do all possible to accommodate.

Q: What experience is needed to be a childcare provider in the CDC?

A: You just need a passion for the care of children. We will equip you with all necessary training and setup in your home. The only requirements are that you live on base and pass an inspection. We're always looking for great people to provide care, please call Ms. Paula Cox at (813) 828-7760 for more information on how to submit an application.

## **Helping Agencies**

Q: Where can I find information about EFMP? It's not talked about much but I now am supervising someone who has a family member enrolled in this program.

A: Information on these meetings can be found in the *Base, Bay & Beyond* as well as the EFMP Facebook page. You can also be added to the information distribution list as well if you contact EFMP at the Military & Family Readiness Center (813-828-0145).

## **Infrastructure**

Q: Why are some buildings nicer than others such as the 927 HQ versus the 6 AMW HQ or the CPTS building having showers and locker rooms?

A: Buildings and their respective facilities are built to the AF standards of the year they are funded and built. As at any DOD installation, MacDill has newer and older facilities which were built to different building standards. The 927<sup>th</sup> HQ is much newer than the 6 AMW HQ and the CPTS building. If you have maintenance issues with specific facilities, please speak with your Facility Manager to ensure we have the opportunity to resolve the issue.

## **Finance**

Q: Why did BAH go down this year when our cost of living is so high in this area?

A: The MacDill Housing Office has submitted a large number of rental properties for each anchor point for the 2019 calculation. The BAH calculation is based on median rental rates for our housing area and do not include the cost of commuting to and from work.

For access to the BAH rate calculator, please visit <https://www.defensetravel.dod.mil/site/bahCalc.cfm>



BAH is an essential part of the benefits that the Air Force provides us and the process for re-evaluating rates annually is not under our control at the installation level. Our community provides a variety of options that suit the needs of our service members. BAH rates are set on the medium housing cost for each grade and housing profile. It's also important to keep in mind the BAH is based on rental data and NOT the cost associated with owning a home.