

# MACDILL AIR FORCE BASE QUESTIONS & ANSWERS

The following document contains questions and answers from MacDill Town Halls, the commander's action line and other avenues. Answers are adjusted as updates occur.

Additional MacDill information can be found at [MacDill.af.mil](http://MacDill.af.mil) and on the [MacDill Air Force Base Facebook page](#).

Current as of December 21, 2018

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# Housing

*Will BAH rates increase considering the cost of living here? What areas are considered when BAH calculations are made?*

Over the past two years, BAH rates have increased 6-8% overall. The MacDill Housing Office has submitted a large number of rental properties for each anchor point for the 2019 calculation. Once the DoD calculates the rates, we will know if there will be an increase around the middle of December. 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. The two components are: rent and utility costs. At MacDill, 85% of your BAH has been calculated to cover your rent, while the remaining 15% covers utility costs.

**\*\*\*UPDATE 1:** BAH rates have been released for 2019. For access to the 2019 BAH rate calculator, please visit <https://www.defensetravel.dod.mil/site/bahCalc.cfm>.

*Are there any plans to increase on-base housing?*

We are researching potential construction and renovation plans in consultation with the Air Force and may announce plans in the future; however, it is too early to say right now.

*When it rains, we have water intruding into our home. After submitting a work order, how long should we expect housing to fix it?*

Harbor Bay considers water intrusion issues an emergency and will respond within an hour. If the intrusion requires additional assistance, this may require a follow-up visit by a specialty (plumbing or roofing) vendor. If a resident has concerns about how the repair is being handled or is not satisfied with the results, they should contact the Community Management office at 813-840-2600 for further assistance from your Management team.

*Why is pest control only available one day a week?*

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.

*How are mold issues in base housing managed? How serious are the issues taken? What are the inspector's certifications? How do we know that the mold is removed? Does housing do any testing to see what kind of mold is being found in the homes?*

Harbor Bay has a very detailed water intrusion and mold response plan in place to promptly and fully assess any issues that occur. Harbor Bay utilizes trained personnel and digital inspection tools

to identify water leaks and other conditions that may be conducive to mold growth. When necessary, Harbor Bay utilizes a certified remediation company to resolve issues per government agency guidelines and Air Force-approved best practices. When necessary, Harbor Bay will offer the family temporary accommodations at no cost to the resident, until the issue has been resolved.

Please call Harbor Bay if you see signs of water intrusion, mold growth, or smell a musty odor. Resident diligence to immediately report any water intrusion is the first and best line of defense. Harbor Bay can immediately respond to any water intrusion situation and often rectify it prior to a larger issue developing.

Harbor Bay uses moisture meters to test for the presence of elevated moisture in building materials. Harbor Bay follows EPA and State of Florida guidelines that recommend against using mold testing because there are no established governmental standards for “acceptable” levels or types of mold. Please note, monthly air conditioner filter changes will not only improve your indoor air quality, but also save energy when conditioning your home. Filters are always available free-of-charge from Harbor Bay. Residents can also elect at their cost to add additional high allergen filters to their home to assist with individual needs. Please contact your community management office and we can assist with recommendations. Residents have found that using air purifiers in their home may help alleviate symptoms.

*I wasn't aware of the respiratory issues that mold can cause. Is there a way to get the house checked before new residents move in and have it addressed at the walk through?*

To effectively monitor units for excess moisture and mold growth, as well as other general maintenance items, Harbor Bay conducts visual inspections of each unit prior to each change in occupancy and periodically thereafter during the resident's tenancy. If an area of concern is identified during the process, –an inspection and moisture meter tests are performed to determine if there is a moisture issue. Identified issues are resolved prior to the next family moving in, but please notify us anytime you suspect there may be an issue.

*We were told the attic door was not built with the correct materials for the climate here. Why?*

Management is not aware of this issue, please contact the management office to discuss any concerns you may have with your household. Harbor Bay is glad to arrange a free energy audit of homes consuming more energy compared to similar homes.

**\*\*\*Update:** Harbor Bay is continuing their aggressive approach to ensuring our Service members and their families are safe by employing a third party Bioenvironmental Engineering firm to address mold issues. If you have any questions or concerns regarding mold, leadership is ready to listen. For your concerns, please contact the Mission Support Group Superintendent at 813-828-4266.

# Food & Base Services

## *Can the food court stay open until 7 p.m. instead of 5 p.m.?*

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.

To see a list of current restaurants and operating hours on base, look to page 4 of *Base, Bay & Beyond*.

## *What new restaurants and stores are coming with the renovation?*

As of now, 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.

## *Can Uber or Lyft pick-up/drop-off on base? Can dependents use JSADD too?*

Uber and Lyft services are now allowed on base with an extra security requirement upon entry. For drivers without base access, they will be required to show & surrender their 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 that an Uber/Lyft vehicle, with a driver and vehicle description and what time the driver should be arriving. The Joint Service Against Drunk Driving (JSADD) program is available 24/7 to any DoD cardholder, at 813-828-RIDE (7433).

**\*\*\*NOTE: Unauthorized weapons/firearms are NOT PERMITTED on the installation. This includes individuals with conceal carry permits.**

## *Is there an update to the possible ferry to MacDill?*

Hillsborough County is currently analyzing the feasibility of launching this service. There have been attempts at making this a reality for nearly a decade, look for a survey soon!

**\*\*\*Update 1: 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!

*Can the Exceptional Family Member Program and MacDill Education Council publish information/minutes for those of us unable to attend the meetings?*

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). For those who cannot attend the meetings, we are looking into a central location to display all of the information discussed in the meetings. More updates to follow.

## Family Care & Recreation

*Can you relook at the reservation process for FamCamp? It's hard for active duty to get a spot with all the rules.*

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.

*Why was Family Fun night cancelled at Seascapes?*

Currently, there is a First Friday Family Night scheduled for families each month. We do utilize Seascapes, but we also move the event to other facilities, such as the bowling center, to keep the program fresh and inviting. Our team is always creating fun and family-friendly activities, so follow us on Facebook and at [www.macdillfss.com](http://www.macdillfss.com) for more information.

*Can the base add baby changing tables in their restaurant restrooms, such as at Seascapes?*

Absolutely! We are working on implementing this immediately!

**\*\*\*Update 1:** Baby changing tables are now available at Seascapes! Thank you for the feedback. For more suggestions to improve our Seascapes facility, please reach out on the FSS Facebook or give us a call at 813-840-0772!

*Can you revamp the family room at the gym to add more activities that fit 7-12 year olds? It currently accommodates the younger age group.*

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.

*Can you enforce rules at the family room in the gym? It's hard to use the equipment in there because it's packed with gym users that don't have kids with them.*

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.

*Any chance there will be hourly care available at the CDC in the future?*

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!

*What do you need for experience to be a family childcare provider in the CDC program?*

You just need a passion for the care of children. We will equip you with all necessary training and set up 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, so just call Ms. Paula Cox at (813) 828-7760 for more information on how to submit an application. Overall, it is a great service that you get to provide to your community!

# Base Safety & Infrastructure

## *What are we doing about the excessive speeding around base?*

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.

## *Can Tampa PD help with speeders outside the gate?*

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.

## *What is the purpose of the construction at the Bayshore Gate?*

The Bayshore Gate has a single in-bound lane and out-bound lane outside the base perimeter. The current ID check point locations places the guard in a vulnerable position to in-bound traffic and exposes them to inclement weather. The Bayshore Gate project constructs new ID check point islands inside the base perimeter. Additions include an overhead canopy which will provide SFS guards protection from the weather as well as create two in-bound lanes at the check point station with a continuous out-bound lane. This will enable Security Forces to control traffic entering and exiting the base more effectively.

## *When will the Tampa Point dog park issues be fixed?*

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.

# Medical

## *Will medical's switch to Defense Health Agency oversight impact appointments?*

The transition to DHA is to streamline and promote efficiencies across the healthcare system. This will be a more behind the scenes transition with no effect delivery of care or the benefits of healthcare.

## *When can we get flu shots for this year? What about for children?*

The Medical Group has the flu shot vaccine and it is available to the rest of the base, including families. If you or a dependent needs the flu shot, you can head over to the clinic! However, if you visit Walgreens, CVS, or other pharmacies, TRICARE will cover the cost of your flu vaccine. In addition, a partnership exists with Hillsborough County Schools to provide flu shots to children of DoD members, covered also by TRICARE.

## *Why such long lines at the drive up pharmacy?*

Our pharmacy is incredibly busy, filling over 1100 prescriptions a day here at MacDill and 500 a day at the Brandon clinic, equating to about 120 an hour. We are 6 times busier than any pharmacy in the local area, relying heavily on 55 volunteers and a small staff compared to the volume of prescriptions that we fill. If you rely on maintenance medication, you can save time by utilizing the mail order pharmacy. We are constantly exploring new methods to improve efficiency and save time, but safety is paramount. We are trying our best to improve our systems while ensuring the highest level of safety.

**\*\*\*Update 1:** The new Brandon Clinic is expected to open its doors in April 2019. The new facility allows the Medical Group to provide increased support capabilities in pharmacy, diagnostic imaging and medical administration accompanied by modernization, increased space and convenience. Updates on the clinic's progress can be found on the 6<sup>th</sup> MDG Facebook page. Stay tuned here or on Facebook for more updates that may impact you.

A 6 FSS directory/map can be found at the following locations: [https://www.macdillfss.com/images/AllImages/pdfs/Misc/BaseMap\\_10Sep18.pdf](https://www.macdillfss.com/images/AllImages/pdfs/Misc/BaseMap_10Sep18.pdf) or <https://www.macdillfss.com/mainmenu-pd.aspx?SectionID=40>

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