

## 51 FW Commander's Call (12 Aug 19) Talking FAQ

### MXG

**Q. What is the point of a 10-hour duty day restriction if it is waived everyday there is work?**

A. We do not have sections routinely working over 10 hour days. Requests have to be made to work over 10 hours and each request is taken very seriously and only approved if mission essential. The only time it becomes a concern for MXS is on Friday night when sections are trying to wrap things up and prevent weekend duty or when A/R has several broke aircraft they are working. The only restriction we could find comes out of AFI 21-101 para. 1.14.2 and it states MXG/CC approves any work over 12 hours.

### MDG

**Q. You've discussed what will be done in the work place to help combat suicide and depression, but is the Air Force doing anything to change the care airmen get when they seek professional help? People often speak negative about their help from mental health.**

A. We are proud to say that our Mental Health clinics across the Air Force offer evidence-based medical treatment options. Additionally, there are several available resources within the Air Force community that Airmen along with their families, caregivers, and fellow Wingmen can access for continued support throughout an Airman's road to recovery. Some of these resources are Commanders and First Sergeants, the USAF Chaplain Services, the Military Treatment Facility, Military OneSource, Military and Family Life Counseling (MFLC) Program, Military Crisis Hotline, the Airman and Family Readiness Center, and the Air Force Wounded Warrior Program. Our Air Force support system has a common goal of serving Airmen and their families. The 51st Medical Group continuously strives to sustain the delivery of safe, quality care and improve the experiences of our patients. To that end, we welcome patients to provide feedback related to their experience through multiple avenues to include ICE comments online, mailed surveys to patients, customer service feedback forms available in the MDG, direct email to our patient advocate Mr. Chin (peter.chin2.civ@mail.mil), and/or become a member of our Patient and Family Partnership Council which meets every 4th Friday of the month at 2PM in the Commander's Conference Room at the 51st Medical Group.

**Q. Sir, getting people the help they need is difficult when people are under the impression that visiting mental health will drastically negatively impact their careers. Do you believe there's a way to visit mental health without hurting your career?**

A. The Air Force takes readiness seriously including an Airman's mental health. Seeking mental health treatment early, at the first sign of symptoms, can improve job performance and overall quality of life. In 2017 the Air Force added a Mental Health Assessment to Airmen's annual care routine to ensure that any Airman experiencing undiagnosed invisible wounds would be more likely to receive a diagnosis and appropriate care. Having this requirement become routine for Airmen will help normalize the importance of mental health and make it easier for Airmen to

seek care. The Mental Health staff's job is not to take an Airman's clearance or weapon away, but rather to ensure that all Airmen are ready for action.

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## **CES**

**Q. Is there an ETA for the inside runway to be completed?**

A. The Main (inside) Runway Project is projected for completion in May 2021. However, intermittent closures of the inside runway will follow by additional airfield companion projects until late 2022.

**Q. Is there any talks to get LCS funding to get a new ops group building? It is falling apart, morale and productivity is lower than it should be due to the lack of a/c.**

A. The CES long term plan for the 51 OG HQ facility is a \$20M repair project which requires funding and designs. It is currently planned for construction in 2023 if funding is approved. In the meantime, users are encouraged to advocate for any facility needs via their facility managers and the work order process.

**Q. With the dorm being in a constant state of repair, have you considered at all rebuilding the dorms entirely?**

A. Yes. However, there is not enough resources to support replacing all of Osan's unaccompanied housing facilities all at once. Currently, the plan is for next major dorm improvement effort is a \$20M major renovation to upgrade utilities, roofing, and interior construction systems five east campus dorms. This program has estimated to kick off in 2021 pending funding support.

**Q. What are your thoughts on asking airmen to make Osan their follow on of choice when our dorms are hot with mold and not working AC? These problems have been discussed for years and no action has been taken. It's a long term fix action but the airmen want to see problems and honest answers.**

A. Starting this Fall, a \$56M energy systems improvement program is kicking off to modify and replace mechanical systems in 154 buildings, significantly rejuvenating Osan AB's HVAC and infrastructure to include all the dormitories. This will also convert to natural gas infrastructure, giving dual-fuel capability to Osan which bolsters resiliency and reduce heating outages in the winter. This work begins October 2019 and is projected to be completed December 2021.

**Q. Providing AC units for all dorm rooms?**

A. The base is executing \$19.6M worth of HVAC system upgrades and HVAC controls improvements with monitoring capabilities. Work is expected to happen between Oct 2019 - Dec 2021.

**Q. In relation to the dorms, the ADL has advertised that anything under 85 degrees is not an issue to CE. However, that is 85 degrees in the common lobby and not the actual room where the temperature is much higher due to windows. There is a disconnect between the health and wellness of the airmen and CE.**

A. All ADLs are required to take temperature readings from all spaces with suspected problems (both individual rooms and common areas) when calling in work orders for heating and cooling. To clarify, anything under 85 is not an emergency, but is still a valid issue. The HVAC shop prioritizes the work requests and schedules their work accordingly. All temperature calls are responded to, but there may be delays due to parts, available labor, and diagnosis of the issue. Our goal is to keep the temperature within the 68 to 75 degree range.

**Q. When will the main parking lots to the main gate be completed? Particularly, the large one on the same side of the street as the school.**

A. The construction work at the Main Gate is to build a larger gate with better entry control security, similar to Morin Gate. Estimated project completion will be late 2021. The fenced off area on the same side of the street as the school is being converted into a road system leading up to the new gate and will no longer be a parking lot.

**Q. What are the future plans for the old indoor pool by the commissary? Could it be converted into an indoor splash pad for families or a kid's play room?**

A. That area is the site of the future CDC which is designed and currently in planning for construction in 2021. Currently, the Mission Support Group is partnering with Pyeongtaek City to advocate for a multi-million dollar solution to construct an indoor play areas just off the SED.

**Q. Is there any plan to bring the Aero Club back?**

A. Unfortunately no. This program has been curtailed Air Force wide. With the heavy flying mission at Osan AB and the limitations of available airfield surface, this is a luxury we cannot afford to maintain.

**Q. Could we get a bigger and better paintball field on base?**

A. Land on Osan AB is kindly provided by the Republic of Korea for the security of Korean and American interests. We do not have sufficient land space, nor return on investment for a larger paintball field.

## **FSS**

**Q. With healthy living being one of the Air Forces big initiatives, will we see healthier food options on base any time in the near future?**

A. DoD's "Go-4-Green" program is an initiative to make healthier choices more available and easier to identify. Osan AB DFACs are working with our Prime Vendor and shopping at the Commissary to add more Go-4-Green items. DFACs have already incorporated new healthier options such as the "Pure" salad bar with items such as tuna, tofu, etc.

**Q. Will there ever be an option to opt out of meal card because the quality of the DFAC especially the flightline one is terrible and not worth the money I lose for it?**

A. While we do not see an "opting-out" option in the near future, DFAC Managers welcome constructive feedback and recommendations to allow us to improve the quality of our food and provide a better product to our customers.

**Q. Why isn't the Korean DFAC free for meal card holders?**

A. USAF does not have a system in place to reimburse the Korean DFAC for ESM customers.

**Q. Why is there a 30% surcharge for cash customers at the DFAC?**

A. The 33% surcharge is directed by the Air Force Services Center (AFSVC) to offset the cost of consumables and other DFAC items. Even after the surcharge, DFAC food prices are still extremely competitive with local eating establishments.

**Q. Why can't we use our debit cards at the DFAC? They only take cash.**

A. Air Force Services Center (AFSVC) is in the process of making credit card sales available in the future. In the interim, cash is the only method of payment for non-ESM customers to purchase their food.

**Q. Why are we unable to take DFAC food to go unless we're in uniform?**

A. Take out containers are costly; therefore, the priority for use of our takeout containers are for those in uniform who are returning to work. If a member is not in uniform, they will need to provide their own take-out containers if getting food to-go.

**Q. When is the flight line DFAC actually going to have good food and not the left over dry chicken from Ginkgo tree?**

A. We can assure you, the Back of the Hangar DFAC does not refurbish leftover chicken from the other DFACs. DFAC Managers welcome constructive feedback and recommendations to allow us to improve the quality of our food and provide a better product to our customers.

**Q. What happened to the baked chicken at the DFAC? Many of my airmen have mentioned how it has been missing for a few weeks.**

A. Sometimes our Prime Vendor will have an item Not In Stock (NIS). This can occur due to various reasons. Recently, our chicken stock was identified to have spiked in temperature during shipment making it unsafe for consumption. The safety of our customers is our priority.

**Q. Sir, what is the reasoning for not being allowed to take food to go out of the DFAC outside of uniform, especially with that rule not being enforced consistently?**

A. Take out containers are costly; therefore, the priority for use of our takeout containers are for those in uniform who are returning to work. If a member is not in uniform, they will need to provide their own take-out containers if getting food to-go. The rules are communicated among our DFAC personnel.

**Q. Is there a possibility DFAC can provides water bottles just like how they provides chips and snacks if we do not want them now?**

A. These items are available at the Flight Kitchen and Back of the Hangar DFAC.

**Q. Is there a plan to fix the air conditioning in the DFAC or allow airmen to take meals to go in civilian clothes until it's fixed?**

A. A work order for the air conditioner has been submitted. However, CE is waiting for special parts to be shipped from the United States. These parts cannot be purchased locally. However, we must enforce the rule that customers who are not in uniform provide their own take-out containers if they take food to-go.

**Q. Is it possible to find a new source for turkey burgers? Can we switch vendors? Everyone in our shop that enjoys turkey burgers say that there is something up with those on base and stay away from them.**

A. We have not received complaints regarding the turkey burgers. We have a set prime vendor contract for our food, but we can pass any concerns about variety and quality to them and it will be considered when it is time to re-compete the contract. DFAC Managers welcome constructive feedback and recommendations to allow us to improve the quality of our food and provide a better product to our customers.

**Q. I've heard about a program to use CACs for food at other FSS places such as the bowling alley. Any word on that here?**

A. Currently, Campus Dining is only available in the continental United States. Air Force Services Center (AFSVC) is looking into how to incorporate this concept into overseas locations.

**Q. How come Amn on meal card can't use meal card in the Korean DFACS?**

A. USAF does not have a system in place to reimburse the Korean DFAC for ESM customers.

**Q. Can we change the meal to "campus style" where member under meal card can use FSS led restaurants on base?**

A. Currently, Campus Dining is only available in the continental U.S. Air Force Services Center (AFSVC) is looking into how to incorporate that into overseas locations.

**Q. Can the shift work defenders have their BAS back?**

A. Refer to DoD Financial Management Regulation Volume 7A, Chapter 25 or speak to your shirt about obtain BAS. Requests are submitted to MSG/CC for approval.

**Q. Can Staffs and above have the option to receive BAS and not be on the meal card?**

A. Refer to DoD Financial Management Regulation Volume 7A, Chapter 25 or speak to your shirt about obtain BAS. Requests are submitted to MSG/CC for approval.

**Q. What's the status of the new fitness/family center?**

A. The next step to increasing fitness center facilities here at Osan is the construction of the Field House on the installation's East campus. A 30K Square Foot facility is currently is currently planned to be designed in 2020 with a goal to receive funding for construction in 2021.

**Q. Is there a way we could have a rock climbing wall in the gym?**

A. We can look into the cost of a rock climbing wall in the Fitness Center. However, the only area tall enough for one is the basketball court. Unfortunately, our court includes the indoor

running track which is an approved fitness testing site. Therefore, this may not be feasible as we need an indoor test site for inclement weather and when Air Quality Index reaches 101 or more. For an alternative location, members can utilize the USAG Humphreys Fitness Center rock climbing wall.

**Q. With the recent mold incidents in the Lackland dorms, are the dorms at Osan being thoroughly inspected for mold as well?**

A. Yes a 100% inspection was completed on August 14th of all dormitories. Mold issues are a combination of high humidity and warm temperatures, but also individual room stewardship. Whenever a room is turned over it is inspected for mold. If you are having an issue during your time on Osan, you are invited to report through your ADL.

**Q. Why is it that lodging and most hotels are full, with people living in temporary lodging for 60+ days? When I walk through dorms with friends, I see a ton of vacant rooms. If there are truly no rooms, can we get those non-A letters going?**

A. The Joint Travel Regulation allows up to 60 days of TLA when Airman are inbound to a duty station. This is strictly followed by the Housing Office. If there are no projected vacancies within 60 days ADLs will work with First Sergeants to provide Non-Availability forms.

**Q. Why can't single airmen bring pets? They have no one to come home too. Make them have a care plan for their pets.**

A. Per AFI 32-6005 Para 1.4.1.26.5 this is currently not allowed. Authorization for pets in dormitories is delegated to the installation commander.

**Q. Unaccompanied housing for officers is an issue. What is the status of the CGO dorms? Those buildings have been vacant for over a year.**

A. Dorm 929 is the only dorm currently planned for on-base CGO unaccompanied housing. A \$5M renovation project for this dorm was recently terminated due to sub-standard contract performance. A new project was recently re-advertised to complete the remaining required work with a goal of being awarded before end of year. The renovation for Dorm 930 is nearly complete but still requires a boiler system before residents are able to move in. A new boiler is scheduled to be installed before the end of 2019 and will be ready for occupancy.

**Q. The Airmen are living in unsafe living conditions dealing with water leaks and broken HVACs contributing to mold and other lasting respiratory infection risks. If CE is having such a hard time keeping up with Osan infrastructure issues, are there plans to alleviate the health risks for at risk dorm residents through systematic moves either on base or off base?**

A. It is housing policy for residents with unsafe living conditions to be provided new living quarters or given authorization to live off-base if alternative on-base units are unavailable. Please be sure to report any unsafe living conditions to your Airmen Dorm Leader to ensure alternative living quarters will be provided to you if necessary.

**Q. Is the base aware of the need to improve the street lighting by the 700 area dorms? Not a safe environment for those walking back at night.**

A. Starting this Fall, a \$56M energy systems improvement program is kicking off to modify and replace mechanical systems in 154 buildings to include upgrading street lighting with LED fixtures throughout the installation. This work begins October 2019 and is projected to be completed December 2021. In addition, there is a \$1.5M project planned to add lighting to darker areas of the base and if approved for funding, can be executed in 2022.

**Q. Can we get updated furniture in the dorms... furniture is beat up and stained carpet and chairs?**

A. The FMS Office has a 5-year plan to remove and replace furniture once the lifecycle of the furniture has expired. However, please report all damaged and unusable furniture and degraded floor coverings to your Airmen Dorm Leader for possible replacement.

**Q. Any future plans for expansion of off base living for NCOs like other overseas locations?**

A. There recent off-base housing guidance from the wing was released with the intent to incentivize NCOs who elect to KAIP. Unaccompanied housing NCOs electing to KAIP will be authorized to procure off-base housing accommodations so when on-base occupancy rates exceed 95%. Please work with your commanders and first sergeants if you desire off-base accommodations and have an interest in participating in the KAIP program.

**Q. Regarding dorm 717 because I can't speak to other dorms. A brand new AB with 2 months in the Air Force and a SSgt with 5 years in have the same living conditions. While tech and above get much better living accommodations. Any way to balance the offset by offering SSgt possible BAS instead of meal card? I feel like SSgt are grouped in with brand new airmen.**

A. Per AFI 32-6005 Tables 3.1, 3.2, and 3.3: E-1 through E-6 have the same adequacy standards.

**Q. Are there any opportunities for green belt classes (CIP/6SIGMA) here at Osan for maintainers?**

A. There are opportunities for all of Team Osan to register for our 3-part AF CPI Green Belt training at the following link:  
<https://osan.eis.pacaf.af.mil/osanorgs/CPI/trg/SitePages/Home.aspx>

**Q. Why is it that we are only allowed 30 days off peninsula and still be able to take leave on peninsula?**

A. Wing policy

**Q. When do the re-enlistment changes take effect?**

A. Reenlistment updates are twofold. Step one is to update the Personnel system - that is a real-time update and reflects as soon as the technician updates the contract. The second part is to push a pay transaction to the member's Master Military Pay Account. Since we cannot control that system, the updates sometimes reject on the pay end, and per AFPC's guidance, base-level technicians must attempt three "pay pushes" before creating a CMS case and sending it to them for theirs and DFAS' action. The update in the pay system could take up to four weeks if all attempts at base level are unsuccessful. The majority of the delay is when the case is pending at AFPC, then at DFAS for their action due to the volume of cases they process daily. Members can get a new CAC once the Personnel system is updated.



**Q. What changes are being made to the EPR system? Currently MONTHS are wasted on paper while our readiness slips.**

A. An update was made to AFI 36-2406, Enlisted and Officer Evaluation Systems, but there were no changes to the number of bullets required, or the writing format (bullet vs. sentence/paragraph structure). However, we urge Airmen to provide their feedback to 51FSS.FSP.Superintendent@us.af.mil, and the MPF will send it to our teammates at AFPC and HAF/A1 for their consideration. In the interim, we highly recommend that Airmen at all levels become familiar with the updated AFI as changes were made throughout.

**Q. What can we do/what compelling information can we as Airmen provide in order to increase the number of Command Sponsorship Billets from USFK? We want to make Osan a follow on assignment but it appears difficult without CSP.**

A. Historically, the majority of CSP billets on Osan AB were unused, which made it difficult for 51 FW, 7 AF and PACAF to justify the need for more CSP billets. Currently there is a big push to incentivize an assignment to Osan AB by allowing members to bring their families, and we stand at a 94% occupancy rate for our CSP billets as of Aug 2019. We hope that with this data, we can justify our request for more billets. However, the downside to requesting CSP is that members lose the option for a home-base or follow-on assignment, which drives some Airmen to bring their dependents non-command sponsored, so they can PCS to a desired location after one year or two years (if they elect KAIP).

**Q. There's been quite a few cases where Amn's follow-ons have been cancelled in the middle of their short tour. Is there anything being done to make sure this doesn't happen often?**

A. The majority of cancellations stem from the following reasons: 1. Airmen not getting the required retainability, due to receiving a record status code (RSC) 20 update - pending separation. AFPC will automatically update an RSC 20 when the Airman is within 120 days from their Date of Separation. In order to prevent this from happening, the member must ensure they either obtain retainability for their follow-on BEFORE their arrival to Osan AB, or go to the MPF to get retainability as soon as possible upon arrival (if an assignment is loaded), 2. The Airman submits a DEROS extension without working through the MPF and this results in an immediate cancellation to their assignment, 3. The Airman chooses to KAIP, which changes their DEROS to give them the full additional 12 months on station, 4. The Airman is subject to adverse actions. All the above are within the Airman's control. BLUF, your MPF team is ready to assist in providing advice before you complete an action that could affect your follow on by making an appointment or using the "Ask the MPF" application on our SharePoint site.

**Q. Is the problem with people coming to Korea without a follow on going to be fixed?**

A. Like any other assignment, follow-ons are driven by the needs of the Air Force while simultaneously taking into consideration (to the greatest extent possible) the Airman's preferences. Sometimes, it is impossible for AFPC to find a match for the Airman based on AFSC, skill level, Special Experience Identifier, etc. and in those cases, members do not get selected for an assignment prior to arrival. AFPC will continue to match members with an assignment after



their arrival if at all possible, but the needs of the Air Force come first, and some may not get their assignment of choice - but they will get an assignment.

**Q. I've heard there have been issues with the new orders system with medical out processing such as backlog and personnel missing their fly out dates, etc.**

A. The only incentive of the Accelerated Orders Program (AOP) process is that MPF technicians can cut orders once the minimum requirements are submitted (i.e. medical clearance is INITIATED). The goal of AOP is to allow members to make travel arrangements for themselves and their dependents, but this is with the understanding that their assignment could change or get cancelled based on the outcome of the member or the member's dependents' medical clearance. Medical clearances without a waiver typically range from four to six weeks, especially if the projected assignment is to another OCONUS location. The purpose of the EFMP screening for dependents is to ensure that the gaining duty station has the resources (medical and educational) to meet their unique needs - even for those that are NOT Q-coded. For Airmen with Q-coded dependents, the process could take anywhere from three to six months. That is why we encourage our customers to begin the medical clearance PROCESS (it is not as simple as getting a form signed off), as soon as they complete their Initial Assignment Briefing, which is offered to them six months from their projected DEROS. During the peak of PCS season (May to August), the timeframes could increase. The MPF has no influence over the length of time a clearance takes. It is ultimately the Airman's responsibility to initiate medical clearance for themselves and their dependents as soon as they are notified of their assignment, but no earlier than six months from their DEROS. If medical clearance cannot be obtained prior to the Airman's projected departure date, an RNLT extension/change request must be submitted by the member via vMPF.

**Q. I always hear advertisements about the KAIP program; however, my KAIP was denied twice by AFPC. Is AFPC on the same page with Osan to allow member to extent at Osan?**

Q. Each KAIP requests get vectored to the appropriate Assignment Functional Manager for each career field. The two main reasons a member is denied KAIP are: 1. The member was already selected for an assignment during the OCONUS/Mandatory Mover cycle (published quarterly), and/or 2. The Airman's backfill has already been identified and loaded for an assignment to Osan, AB. That is why it is imperative for Airmen to make their KAIP elections earlier in their tour, as this increases their chances of being approved. Ultimately AFPC Functional Assignment Managers are the final approving authority on KAIP, and if they determine the needs of the Air Force dictate that an Airman must move, then KAIP will be denied even if they elect it within the first 60 days of arrival.

**Q. What is the status of the indoor swimming pool? Are there still plans to reopen it in the future?**

A. The indoor swimming pool is a condemned facility and is planned for demolition in 2021. However, plans are in place to construct a new Aquatic Training Center on the east campus in 2024 pending funding and design.

**Q. Considering the parking problem on base, can we build a giant parking lot using the golf course?**

A. The base has three multi-tiered parking structures with space available. Space however is limited for surface lots close to each place of work and the AAFES/FSS areas of the base. Osan Air Base's facility layout functions to serve as an installation readily traversed through and by foot. In addition, the Golf Course generates enough funding to support many other quality of life programs from FSS. Building a parking structure in place of the Golf Course would significantly impact that source of income.

**Q. Is there a plan to make the Morin Gate pedestrian friendly?**

A. No. The Morin gate was designed to facilitate high volume vehicular traffic and large commercial vehicles for search and inspection. Including pedestrian traffic at this gate would create unsafe conditions for pedestrians given the volume of traffic and lack of sidewalks. Additionally, the off-base road that leads into the gate does not have sidewalks nor sufficient lighting, placing pedestrians at risk.

**Q. Are the designated parking spots below General officers still only applicable during business hours, M-F 0700-1700, or was the policy changed recently?**

A. Protected parking spots are clearly marked and specified for O-7 and above, Patient Parking, Expecting or w/Small Children and GOVs. These spots are active 24 hours per day. Do not park in these locations unless authorized. All other designated reserved parking spots are labeled as Reserved, O-6 and above, E-9, and limited duration customer parking (e.g. 2 Hr Parking) and are in-force Monday-Friday between 0700-1700, unless in support of 24-hour missions (e.g., AOC, KCOIC, Command Post, etc.) or otherwise marked.