



Troops & Families

Leadership

Service Providers

PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9647

Plan My Move Booklet for Lackland AFB

Overview



Location

Lackland AFB is located in San Antonio, Texas. San Antonio is in Bexar (pronounced bear) County in south central Texas. San Antonio is home to three large military installations and is known for its friendliness to the military. Businesses actively court the military by offering discounts. Although the summers are hot, overall the climate is relatively mild and offers opportunities to be active year round. The cost of living remains around 90, below the national average of 100. No matter what your interests are, there is undoubtedly something here for you. The base operator's phone number is 210-671-1110, or DSN 312-473-1110.

History

Lackland AFB is named after Brigadier General Frank Lackland, who was commissioned into the Army after serving in the District of Columbia National Guard. Construction on the base began on June 15, 1941, and was originally part of Kelly Field. One year later, it became an independent organization called the San Antonio Aviation Cadet Center. On February 3, 1948, the facility became Lackland AFB, Gateway to the Air Force. For more information, please visit the Lackland AFB [homepage](#).

Mission

The Lackland family is spread across three different commands: Air Education and Training Command (AETC), Air Combat Command (ACC), and Air Force Material Command (AFMC). It is also a joint services base with members of the Air Force, Army, Navy, Marines, and Coast Guard.

Lackland's mission is to:

- 1. Provide basic training for all non-prior service airmen of the regular Air Force, Air National Guard, and Air Force Reserve.
- 2. Provide modern technical training in the fields of security and law enforcement, military working dog handling, combat arms, recruiting, supply, transportation, services, food preparation, and social actions.
- 3. Provides students from 117 countries the opportunity to increase their proficiency in the English language through its Defense Language Institute English Language Center.
- 4. Provide technical training in Spanish for military allies from Central and South America.
- 5. Provide medical training programs at Wilford Hall Medical Center.

Population Served

Team Lackland consists of approximately 40,000 people. Of these, 14,000 are active duty members. Another 5,000 are DoD civilian employees. The remaining 21,000 are contract employees, and family members.

Base Transportation

Shuttle service is available to 21 locations on base. Buses run every 15-20 minutes and shuttle stops are clearly marked. Technical school students are the primary customer base, but others can ride on a space available basis. Schedules are available in billeting, base libraries, and Bldg 5008 on Gary Avenue.

Sponsorship

Your gaining unit is responsible for ensuring that you have a sponsor. If you do not hear from your sponsor in a timely member, you may want initiate contact yourself. Check the Major Units listing for phone numbers. You may also contact the Family Center at Lackland or at your losing installation. The phone number and organizational E-mail address for the Airman and Family Readiness Flight at Lackland is in the contacts for Lackland AFB.

Once you connect with your sponsor, please provide them with all the pertinent information about your needs, family, travel plans, and any other concerns. If there are any changes, let your sponsor know as soon as possible so that he or she can make the necessary adjustments in arrangements. If you want your sponsor to meet you upon your arrival, please discuss that issue and exchange the necessary phone numbers to make that happen.

There are two temporary mail facilities on Lackland AFB; both are listed in the Contact List. Those assigned to the 37 TRW and the 59 MDW will pick up their mail at at PSC 3 in Bldg 9122 near the intersection of Carswell and Truemper Avenues. Members assigned to HQ AIA and any of its associated tenants will pick up their mail at PSC 6 in Bldg 2017 located on Security Hill. All incoming mail will be held as General Delivery; newcomers are assigned temporary box numbers when they pick up their mail the first time. Anything that comes in after that date as General Delivery mail will automatically be placed in the assigned box.

If it will be more than 30 days before you arrive, ask your sponsor to take a copy of your orders to the appropriate location.

Temporary Lodging

Lackland AFB has billeting units available. Those who are in PCS status have top priority. If there are no vacancies in the appropriate lodging facility, the Inns of Lackland have agreements with hotels and motels near the base and downtown to provide temporary housing for those arriving here in official travel status. You will still need to check in at the appropriate military billeting facility to get your non-availability statement. Your sponsor can make reservations for you if you provide a copy of your orders and credit card information. You may prefer to make your own reservations, 210-671-4277, 1-888-235-6343, or DSN 312-473-3622/0047/2556. Web site and E-mail information can be found in the Contacts for Lackland AFB.

Pets are not allowed in temporary lodging at Lackland AFB. There are some kennel spots available on a Space Available basis. Stays are limited to 48 hours; after that the pet must be moved to an off-base kennel. There is a \$5.00 charge for the Space Available units, and the owner is responsible for providing a padlock, food, water, and maintenance of the kennel space. There are a number of kennels within a reasonable driving distance of the installation.

Relocation Assistance

The Airman and Family Readiness Center, 210-671-3722 or DSN 312-473-3722, offers a wide variety of information and services to assist newcomers with their move.

The Loan Closet is located with the Airman's Attic in Bldg 1508 at the intersection of Kelly Drive and Truemper Avenue. Hours of operation are M-Th, 10:00 a.m. to 2:00 p.m. Bring a copy of your orders to confirm your PCS status. The inventory includes air mattresses, basic kitchen supplies, baby furniture, and small appliances. Linens are not provided.

The official newcomer's orientation at Lackland AFB takes place at Right Start. The orientation is presently held each Wednesday in the Gateway Club. Plan to be there from 8:00 a.m. to 2:30 p.m. When you inprocess, you will be given your appointment. Attendance is mandatory for the active duty member. Spouses are cordially invited to attend.

Critical Installation Information

- Child care for infants is at a premium. Two child development centers on base have infant slots, but there is usually a waiting list. Family day care homes are available but also have limited infant capacity. You may pick up a list of family day care homes at the Airman and Family Readiness Center or at the Family Day Care Office located in Bldg. 8205.
- Base housing is limited, but there are numerous apartments and single dwelling rentals in the community.
- Posted base speed limits are strictly enforced. Violators who speed 15 mph over the speed limit will receive an automatic 30-day suspension of base driving privileges. Violators who speed 20 mph over the speed limit will receive an automatic 60-day suspension of base driving privileges. A suspension means that offenders are prohibited from operating a motor vehicle on Lackland AFB during the suspension period.

Sponsorship

Settling into your new location and your new unit takes time. [Plan My Move](#) is designed to assist you with information about your new location. Complimenting Plan My Move each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. Sponsors can make your transition smoother. The purpose of the Sponsorship program is to:

- Provide a sense of belonging
- Ease the transition for inbound service members or civilians and their family members
- Increase productivity
- Reduce culture shock
- Help newcomers make informed decisions
- Cultivate new friendships
- Improve morale

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You can request a sponsor through your unit, or with help from the Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

- Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation.
- Following up with a personal phone call after contact has been made.
- Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provide by the Relocation Program.
- Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.
- Confirm transportation and lodging arrangements.
- Assisting with obtaining a Post Office Box for your mail.
- Meeting you and your family upon arrival.
- Accompanying you to your check in point for the unit.
- Introducing you to the Family Center and lending closet
- Providing essential service locations such as commissary, exchange, gas station, bank.
- Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.

- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.
- **Navy:** OPNAV INSTRUCTION 1740.3B prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends.

Enclosures (1) and (2) of OPNAVINST 1740.3B outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

- **Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command. A sample request form is available on our website that can be filled out and sent to the gaining command. See the following [website](#).

Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.

Youth Sponsorship

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

Directions to Installation

Directions to Lackland AFB

Lackland AFB is located in the southwest quadrant of San Antonio (SA) at the intersection of IH 410 and US Hwy 90. It is easily accessible from any of the major highways.

Airport Arrival

An information kiosk with base information is available at both terminals. Terminal 1 kiosk is located in baggage area near the escalator. Terminal 2 kiosk is located at the Military Reception Area.

Shuttle Service

There are several modes of transportation from the airport to the base. The 37 LRS sends a shuttle bus to the airport twice each day. It leaves Terminal 2 at 12:45 pm and again at 5:45 pm. Seats are available on a first-come, first-serve basis. Pets are not allowed. There are also other shuttle services that have booths outside Terminal 1 and Terminal 2.

Car Rentals

Most national car rental chains have offices on the airport. Reimbursement is seldom authorized for car rentals. This affects your choice of credit cards; it may be preferable to use a personal credit card. If you use your government travel card, you may be charged the government contract rate. This is frequently higher than the personal use rate.

Taxi Service

Taxi service is readily available at both terminals. Although it will cost \$35-\$40 for fare and tips, the cost is reimbursable. Payment can be made by cash or credit card.

Gate Entry

Lackland Air Force Base has ten gates. All gates require 100% ID check. During daylight hours, the driver of the car must show military ID. After dark, all passengers will be required to show some form of picture ID. Two of the gates to the main base are open 24 hours a day. Both have visitors' reception centers and are in the contact list. Be sure to have your driver's license, proof of vehicle insurance, car registration, or vehicle rental papers available. Plan to use Map Quest or some other mapping link to determine the location of the appropriate lodging facility. This will assist you with deciding which gate to use.

Check-in Procedures

Check In Procedures

Documents to Hand Carry

- At least 15 copies of your orders
- Copies of all insurance policies
- Immunization records for all children and pets
- School records for the children and high school/college transcripts for the adults
- Copies of any occupational licenses and certifications
- Certified copies of birth certificates, adoption papers, marriage licenses, divorce papers, etc.
- Social Security cards. This is necessary to get a driver's license in Texas
- Purchase agreements for your vehicles, showing state sales tax paid
- Vehicle registration and title
- Current driver's licenses
- Your household goods inventory and any related documentation
- Warranties for appliances and electronics
- Letters of transfer from religious, professional, or social organizations
- Copies, front and back, of credit cards
- Telephone numbers for credit card companies, utility companies, etc.
- Letters of credit from utility companies if possible.
- Copies of prescriptions for medication, eye glasses, or contact lenses.
- Copies of family medical records, if at all possible.
- Copies of federal income tax forms
- Any other legal documents

Travel Planning

Temporary Lodging Reservations

When you receive your orders, promptly contact either the Temporary Lodging offices at Lackland AFB or ask your sponsor to do so. To confirm reservations, the reservations desk will require a copy of your orders and information about your credit card. If you are reluctant to give credit card information to your sponsor, you may make reservations yourself. There are several ways to do this, including E-mailing your request with a copy of your orders and credit card information attached. Refer to the contact list for information. **It is particularly important to be proactive if you have children and will need to stay in Temporary Lodging Facilities.** There are only 98 units to support the base population.

Command Sponsorship

Family members must be command-sponsored in order to have their PCS expenses covered. Command sponsorship means that you are authorized to bring your family to this location and that their names appear on your orders. If your family arrives without command sponsorship, there can be negative outcomes. For example, your family may not be able to receive routine medical care at any local military treatment facility, nor will you qualify for base housing. A frequent example of non-command sponsored family members in this area are spouses of new Airmen assigned to the installation for technical training. Spouses cannot be on the orders unless the Airman is going to be in one location for at least 20 weeks. It is common, however, for them to move here on their own. This may cause additional expenses. Under those circumstances, the Airman is completely responsible for the cost of paying for the transportation and the cost of moving household goods to San Antonio. It may also be necessary for them to pay the cost of returning the household goods to the home of record before it can be packed and moved to the new permanent duty station. If there is a problem, there is no guarantee that the installation will be able to assist the non-command sponsored spouse or the Airman.

Reporting Procedures

During normal duty hours, report to your gaining squadron. Outside of normal duty hours, you may report to any of the billeting locations, even if your lodging reservations are in an off-base facility. Contact your sponsor as soon as possible

after your arrival. Ask for assistance in finding your way around if you are not familiar with the base or the community.

If you require permissive TDY for house hunting, complete the appropriate leave request in your orderly room **before** you take your permissive TDY.

Your unit command support staff will schedule you for Right Start, the base orientation. This is held each Wednesday in the Gateway Club from 7:30 am-2:30 pm. During the orientation, you will turn in your medical and dental records. There will also be a line for any other records that need reviewing. A number of mandatory briefings will be completed that day. If you require additional briefings because you are a first-duty station Airman, you will be given appointments for them at Right Start. These additional briefings include Military Equal Opportunity (MEO), First Term Airman Center (FTAC), and Personal Financial Management Planning (PFMP).

First Term Airmen

All first-term airmen are required to attend the FTAC for two weeks for additional orientation and mandatory briefings.

The uniform of the day is required for all official inprocessing activities. Be sure to have at least 10 copies of your orders with you when you attend Right Start. The Finance Office processes travel vouchers en masse on Monday, Wednesday, and Friday in Bldg 5616, Room 118, at 2:00 pm. Bring two copies of any required receipts and at least six copies of your orders.

Spouses are invited to attend the briefings offered at Right Start. The Airman and Family Readiness Flight (AFRF) offers Heartlink, a spouse orientation workshop, quarterly. It includes briefers and booths with information about Lackland AFB and the Air Force. Although it is targeted to the new military spouse, all spouses are encouraged to attend. If advance arrangements are made, child care arrangements can be made. Please contact the AFRF at 671-3722 to register and for more information on child care.

In addition to base inprocessing requirements, most units have additional checklists. Please ask your sponsor to assist you in accomplishing these additional tasks in an efficient manner.

If you have family members, be sure to go to the TRICARE Service Center to get them enrolled in this region and to choose a new primary care provider. If you prefer, your family members can go to register. Family members need to enroll in the TRICARE Dental Plan because base dental facilities do not have the capacity to provide routine dental care for family members.

Forwarded Mail

If you forwarded your mail to one of the temporary mail facilities on base, please stop by to request it. At that time, you will be assigned a post office box number to facilitate future pickups.

What to do if you get married enroute

If you get married before you PCS, you **must** inform your commander and follow the procedures exactly as you are given them. The military **will not pay** for travel and housing of your spouse if you do not follow proper procedures.

Relocation Assistance

Programs and Services

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

Individual PCS Planning -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

Military Installations and Plan My Move -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

Loan Closet -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

Workshops and Briefings -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

Pre-departure Briefings -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

Settling-in Services -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

Deployment Support -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

Foreign Born Spouse Support -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

Emergency Assistance -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

Transition Assistance -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

Installation Specific Information

The Airman and Family Readiness Flight(AFRF) at Lackland AFB has a number of services to assist Airmen and their family members with acclimating to the base and community. One of the more challenging aspects of this assignment is the large size of the base and moving to the seventh largest city in the US. The staff is available to assist with all aspects of settling in, whether it is simply an explanation of the layout of the city and the installation, choosing which areas to live, or where to start looking for employment. If you did not receive a welcome package, we will prepare one for you when you stop by our building.

Base tours are offered by the 37 Training Wing Public Affairs Office. For more information on the tours, please call 210-671-5055 after you arrive. Registration is required at least a week in advance. These tours are open to the general public as well as to military family members. Security checks are run on all who register, even military ID holders.

English for Speakers of Other Languages (ESOL) is not offered on the installation. There are numerous resources in the community. Please contact the AFRF for a list of the possibilities.

Emergency Assistance

Planning for Emergencies

No matter how well you plan, emergencies happen.

Important Documents/Hand Carry

Hand carry your important papers. Do not pack them in your luggage or your household goods. Write down telephone numbers for your relatives, sponsor, your gaining unit orderly room, and the Lackland command post. They will be invaluable in case of an emergency.

Emergency En Route

If you have an emergency while traveling, check to see if there is a military installation near you. If there is, go to the Family Center for assistance. The Army, Air Force, Navy, and Marine relief organizations have reciprocal agreements to assist qualifying members of other services. If there is no military installation nearby, please contact the nearest American Red Cross chapter.

Emergency while at Lackland AFB

If you have an emergency while you are at Lackland AFB, speak to your First Sergeant or Commander. If there is a death or critical illness in your immediate family, an American Red Cross case manager will need to verify the emergency for you to have emergency leave approved.

Financial Assistance

Financial assistance may be available through the local Air Force Aid Society. The office is housed in the Airman and Family Readiness Center. For Air Force Aid Society financial assistance purposes, an emergency consists of an event that you could not have anticipated or prepared for. It must also be for necessities, such as shelter, food, transportation, or other similar needs.

There are also private organizations on base that can help in difficult times. Information about those organizations is available through your first sergeant, your commander, or the Airman and Family Readiness Center.

Motor Vehicles

Registration & Licensing Requirements

Texas State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

State Laws

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 5 years of age and 36" in height be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Getting a Texas Driver's License

New residents moving into Texas, who have a valid driver license from their home state, have 30 days after entry into the state to secure a Texas driver license. Generally Texas driver's licenses cost \$24 and are valid for six years. Written, driving, and vision tests are required for those who have never been licensed or who have an expired out-of-state license.

Procedures are based on age. Applicants, age 18 and over, with a VALID out-of-state driver license :

- Provide proof of [Identity](#).
- Show Social Security card.
- Provide proof of [Texas vehicle registration](#) and [liability insurance](#), if you own a vehicle.
- Complete required forms available at any [Texas Driver License office](#).
- Pay the [required fee](#).
- Pass a vision exam.
- If you have a VALID out-of-state license in your possession, it must be surrendered at the driver license office.

[Applicants under age 18](#) with a VALID out-of-state driver license :

In addition to the items listed above, applicants under the age of 18 applying for a first-time Texas driver license and presenting either a valid out-of-state instruction permit or driver license must present:

- Proof of completion of driver education
- Verification of current enrollment attendance in school (or high school diploma or GED)

Registering Vehicles on Base

To register a vehicle on base, take insurance documents, driver's license, government ID, and current vehicle registration or vehicle title to your unit command support section or to Bldg 5616, Room 109. Because there is 100% ID check at each gate, base decals are no longer required. They may be available upon request.

Base Regulations

Speed Limits

The base speed limit is 30 miles per hour unless otherwise posted. Please note that when passing troops marching in formation, the speed limit is 10 miles per hour. In housing or school areas, the speed limit is 15 miles per hour.

Safety Requirements

Texas traffic laws apply to Lackland. Seat belts are mandatory. Right turns on red are permitted unless otherwise marked.

Motorcycles

Helmets are mandatory, on and off duty. Texas state law does not require riders to wear a helmet. However, the Air Force still requires helmet usage, as well as reflective vests, covered shoes, and eye protection, both on and off base.

If you ride motorcycles, please check in with your unit Motorcycle Safety Monitor to ensure that you are in compliance with high-risk registration requirements.

Car Insurance -- Liability insurance is mandatory. The current minimum liability insurance amounts in the State of Texas are \$25,000/\$50,000/\$25,000.

Vehicle Checks -- All vehicles entering or leaving Lackland AFB are subject to no-notice search.

Accidents -- On-base vehicle accidents must be reported to the Security Police Law Enforcement Desk.

Seat Belts

Seat belts are mandatory both on and off-base. Both the seat belt and speed limit requirements are strictly enforced. Children under the age of 2 or weighing less than 40 pounds must be in car seats at all times. At that point they are allowed to sit in booster seats until they reach 65 pounds. State, local, and base officials are authorized to stop vehicles for suspected non-use of seat belts.

It is illegal for minors to ride in the bed of pickup trucks.

Restricted Areas

Access to the flight line is limited, and you must have a special license to operate a vehicle on the flight line.

Loan Closet

Loan Closet

The Loan Closet is presently located in Building 1508. Hours are Monday through Thursday 10:00 am-2:00 pm. The phone number is 210-671-1780. Refer to the contact list for more specific information.

Items Available:

- Air mattresses with pumps
- Sleeping mats
- Folding tables and chairs
- Kitchen kits
- Ironing Boards and Irons
- Small Appliances
- Portable baby furniture
- Limited number of vacuum cleaners
- Car seat

Items not available:

- Linens of any kind
- Microwaves
- TVs or other electronic equipment

How to Borrow

Because the Loan Closet is staffed by volunteers, please call ahead to ensure that someone is available to provide service.

Please bring a copy of your orders and your ID card.

Items are normally available to be checked out for a period of 30-60 days. Vacuum cleaners may need to be returned within 48 hours because the supply is limited.

The Lackland Officers' Spouse Club operates a Thrift Shop on the installation. It is open on Tuesdays and Wednesdays from 9:30 am to 1:00 pm. For information about the location and to confirm hours of operation, please call 210-671-3600.

Housing - Overview

Government Housing

Family Housing

Base housing is at a premium. Lackland AFB has a total of 182 military family housing units located on Kelly USA. There are 684 privatized housing units located on Lackland, and Lackland Training Annex. Housing areas include Yount Circle, Capehart, Zachary, Wherry Phase I and II, Airman Scott Village I and II and Kelly Housing USA.

You may visit the housing office at your current installation to complete an advance housing application. The housing office should give you a date-stamped copy of your advance housing application. Please keep that copy with your other hand carried documents. As soon as you arrive, take the copy to the housing office at Lackland to confirm your position on the waiting list. The staff will need a way to reach you. Ensure that they always have a good phone number and/or E-mail address. If a vacancy occurs that fits your needs, they will attempt to contact you. If they do not have the right contact information, they go to the next name on the list. If you did not complete an advance housing application and you want to live in government housing, complete an application as soon as possible. If you will be living in privatized unit, the Housing Office will refer you to the contractor's office to complete your application and sign your lease. Arrangements for starting or changing your BAH must be made with Accounting and Finance.

If you plan to live off-base and you are an E-5 or above, it is not necessary to check in with the housing office, unless you want to take advantage of having certain utility deposits waived. Should this be the case, take a copy of your orders to the housing office, and they will assist you with completing and faxing the necessary paperwork. Not all utility companies participate in this program.

Family housing units, whether military or privatized, are limited to no more than two pets per household, not counting birds, fish, or other container-type dwellers. Dog breeds that have the reputation for being dangerous are definitely discouraged. All animals, including cats, must be under your direct control at all times when outside. All cats and dogs must be microchipped and must be registered at the Small Animal Clinic, 210-671-3631 or DSN 312-473-3631.

With the exception of those returning from a remote assignment, there are no priority groups for base housing. It is based on the date of the housing application.

Single Service Member Housing

Single military personnel without children in pay grades E1 to E3, must live in a dormitory on base. There is no housing on base for E-5 and above or for single officers. There are 17 permanent party dormitories on Lackland, Lackland Training Annex, and the Kelly Annex. Reservations for dorm rooms are not accepted. Instead, personnel check in with the Central Dormitory Manager's Office (CDMO) upon their arrival for room assignment. Airmen are assigned to dormitories that are close to their work assignment. Rooms are assigned on a first come first served basis. CDMO is open 7:00 am to 7:00 pm Monday thru Friday and is located in Bldg 1205, Room 120; phone 210671-5951. Permission to live off base requires the approval of the unit first sergeant. For additional changes, refer to the section on Government Housing.

Non-government Housing

Housing Referral Office (HRO) -- Your contact for any problems you may encounter (discrimination complaints, tenant/landlord disputes, or any questions/problems about off post housing) is the HRO. Staff are available to assist you in a person to person basis to make your move to this installation an easy and pleasant one. They can provide a list of rentals with corresponding locator maps and give you information regarding the area in which rentals are located.

DoD Automated Housing Referral Network (AHRN)--Visit AHRN.com or ask at your local housing office to learn about this DoD program that is currently available for more than 75 installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- List their own properties for rent to other military families
- List their homes for sale by owner (FSBO) to other military members
- Contact installation housing offices

- Receive one-on-one real estate counseling and assistance from the AHRN partner, [Military Moving Station](#) on how to buy and sell smart.

AHRN is not currently available at all installations but the phased program is adding new installations every month. Check the AHRN website to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

Rental Options

There are a variety of rental units available in the San Antonio community. There are no government contracted single dwelling units, but there are a number of area property management companies that can assist with locating a house that meets your needs. The housing office does offer a Rental Partnership Program at various apartment complexes. Please ask them for details. The apartment occupancy rate in San Antonio is 90%, and the average rent for a two-bedroom apartment is \$700.

Purchase Options

The housing office hosts home-buying seminars quarterly. Real Estate companies also offer classes for the First-time home buyer. Because of the large military population, most realtors are familiar with the procedures for VA-backed loans. Housing costs in San Antonio are still somewhat below the national average. Expect to pay a median rate of \$80-\$85 per square foot.

Mobile Homes

There are no mobile home parks on the base, although there are a number of parks that offer accessibility to the base. Please refer to an online Yellow Pages link to find information about mobile home parks in the area. For those who live in RVs, there are also a limited number of mobile home parks that accept RVs on a long-term basis.

Housing - Temporary

Temporary Lodging Facility

The Inns of Lackland are 99.9% full year round. Although members traveling in official status have first priority, it is still wise to request lodging as early as possible.

If there are no vacancies in billeting at the time of your projected arrival, the clerk will make reservations for you and your family in one of the contracted off-base facilities. To ensure that you are reimbursed for off-base lodging, please check in with the billeting office first to get your non-availability statement. Be sure to ask for directions to the hotel or motel.

Pets

If you are traveling with pets, make kennel reservations for your pet unless you will be staying at a hotel that accepts pets. For information on kennels in the community, please refer to Household Goods:Pets.

Length of Stay (PCS)

Permanent Change of Station (PCS) military personnel are authorized to stay in TLF up to 30 days in Sept-May and 15 days for June through August. BAQ is adjusted for every day in TLF over 30 days.

Single Members Lodging

If your sponsor or first sergeant is not able to find you a room in the permanent party dormitories upon arrival, you may be housed in the Visiting Airmen Quarters up to 30 days. Please request and sign a statement that no dormitory space was available to you. This allows you to file for reimbursement of temporary lodging expenses.

Housing - Government

Family Housing

Availability

There are a total of 182 government owned family housing units located on Kelly USA. Most family housing units are small. The older housing on Kelly USA may be more desirable because there is more square footage.

Eligibility

The standard waiting time for family housing is 12 months, although that can fluctuate based on available units versus family size and other needs. Because of the limited number of units, the only priority available is for those who have just completed an unaccompanied PCS tour. There are no priorities for special needs or single parents.

Applications Procedures

Applications are processed through the Housing Flight. You may submit an advance housing application at your present duty station by completing DD Form 1746, Application for Assignment to Housing, and taking it, along with 2 copies of your Permanent Change of Station (PCS) orders, to your current housing office. The staff will in turn pass it on to the Lackland AFB Housing Office. Please keep one copy of the application for your records. When you arrive at Lackland AFB, stop at the housing office to ensure that your application is on file. If not, you may complete a DD 1746 at that time. Notify the housing office of changes to your phone number or address. If they cannot reach you when a space becomes available, they will go to the next applicant on the list.

Other Options

There are 684 privatized units on the base. Please refer to the sections on eligibility and application procedures. All applications are presently processed through the base housing office, and the waiting lists are combined.

Single Service Member Housing

Availability

Lackland has 17 permanent party dormitories on Lackland, Lackland Training Annex, and the Kelly Annex.

Eligibility

Single enlisted members between the ranks of E1 through E3 are required to live in the dormitories. E-4s with less than 30 months in service may also be required to live in the dormitories. There are no single member housing units for officers or enlisted personnel E-5 and above.

Application Procedures

Reservations for dormitory rooms are not accepted. Instead, personnel check in with the Central Dormitory Manager's Office (CDMO) upon their arrival for room assignment. Some dormitories require that an NCO assigned to Lackland accompany the newcomer to the dormitory the first time. Ask your sponsor or unit regarding the dormitory your unit uses. CDMO is open 7:00 am - 7:00 pm, Monday thru Friday and is located in Bldg 1205, Room 120. Phone 210-671-5951. Permission to live off base requires the approval of the unit first sergeant.

Dormitory rooms are assigned on a first-come, first-served basis, taking unit integrity into account to the maximum extent possible. The CDMO provides procedures, information on the dining facilities; requests for dormitory maintenance, etc.

Dormitory rooms are arranged as suites with two rooms sharing a bathroom. Older dorm rooms average 144 square feet, while the newer dorm rooms average 118 square feet. Dorm residents are not allowed to cook in the older dormitories. TVs and cable service are not provided, but hookups are available if the resident wants to arrange for it. Rooms are furnished with beds, 3-5 drawer dressers and either wall lockers or built-in closets.

The only pets authorized for dorm rooms are fish in tanks that do not exceed a 30 gallon capacity.

If you are an E-3 or E-4 and the dormitories are filled, there is a possibility that you may need to live off base. You must get approval from your first sergeant and the dormitory manager. Obtaining approval includes showing that you are financially able to maintain an off-base living unit. You will then be approved for your Basic Allowance for Housing (BAH.) Decisions are made on a case-by-case basis.

Household Goods - Overview

Arranging Household Goods Shipments

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your hold baggage, in your household goods shipment and what might need to go into storage. Remember for overseas assignments electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

Automobile

The government may ship one Privately Owned Vehicle (POV) at their expense to your new overseas location. This is handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established a [website](#) where you can track the location of your POV through the shipping process.

Shipping Pets

Planning for shipment of your pet includes researching airline requirements and quarantine and restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing as well as fees. Checking the [SDDC website](#) will provide details on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well.

Delivery of Household Goods Shipments

It is your responsibility to contact the transportation office as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Customer Satisfaction Survey

Once your personal property is delivered, you'll be asked to [rate the customer service](#) you received from the movers. Make sure you take the time to do this. Your feedback will make the process better for everyone.

Claims

If you have any loss or damage to your personal property you may need to file a claim. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R within 70 days of delivery**. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. A claim is separate and distinct from these forms. Your local personal property office and claims office will give you complete instructions on where and how to file DD Form 1840/1840R and your claim.

Household Goods - Shipping Pets

Boarding

Be sure to hand carry your pet's immunization records. The information is required by reputable kennels. Pets are not allowed in billeting facilities. Temporary Lodging Facilities has six kennels that are space available for 48 hours. However, they are not climate controlled. In addition, the owner must provide a padlock, food, water, and cleaning.

Boarding costs vary considerably from facility to facility. The Space A Kennel on base charges \$5.00 per day. Facilities off base vary with the size and type of animal. Plan on paying approximately \$14 per day for small animals. The rates go up from there.

If you will need to board your pet, please make reservations as far in advance as possible. Plan your arrival so that you can admit your pet to the boarding facility before they close for the day. Some facilities will open during non-business hours upon request, but there is usually an additional charge for doing so. Be sure to have your pet's immunization records in hand.

The businesses listed below are included purely for your convenience. Their inclusion does not constitute endorsement by the United States Air Force or any of its employees. There are numerous other businesses in town. If you would like to research their availability visit the website for the [yellow pages](#).

Local Boarding Facilities:

NAME	TELEPHONE	ZIP CODE	WEBSITE/E-MAIL
ST FRANCIS OF ASSISI	210-670-8400	78251	None
ELLISON DRIVE VETERINARY HOSPITAL	210-670-8400	78245	None
GREAT NORTHWEST ANIMAL HOSPITAL	210-681-4278	78251	None
SHARP CARE ANIMAL HOSPITAL	210-680-5243	78238	Website
LEON VALLEY VETERINARY HOSPITAL	210-681-1391	78238	None
ANIMAL HOSPITAL OF SAN ANTONIO	210-344 9741	78230	None

BANDERA ROAD ANIMAL HOSPITAL	210-523-2241	78238	None
TEN WEST BIRD & ANIMAL HOSPITAL	210-696-1700	78249	Website

Automobile

Many of the issues involved with traveling with a pet revolve around the pet's temperament and level of training. A pet that does not like to "go for a ride" can make for an interesting trip. Dogs should be trained to lie or sit quietly in a designated place.

Traveling with cats is more challenging. Train your cat to wear a harness, either a figure 8 or an H type, and confine them to a crate while driving. Do not open the car door until the pet is safely restrained.

To protect your pets from hazardous situations:

- Don't leave the rear windows open. Fumes from exhaust can blow into car and poison the animal.
- Don't leave the animal in a parked car.
- Don't leave your animal unattended.
- If your pet is not micro-chipped, have one implanted prior to traveling.

Pets can become carsick. Please discuss this and other health concerns with your veterinarian. Keep the necessary medications handy, along with supplies for cleaning up in case the worst happens.

If you will be crossing state or country boundaries, have a health certificate signed within the last 30 days with your hand carried-papers. It is extremely unlikely that anyone will ask to see them, but they are required for most interstate travel.

Air Travel

Have your pet evaluated to determine overall health and ability to withstand the rigors of flying. Have all immunizations updated at the same time. Certain breeds of cats and dogs that have small airways are at a high risk for respiratory failure unless they can be in a constantly pressurized and climate-controlled cargo area.

Domestic flight require health certificates completed by a veterinarian within 10 days before the pet is shipped. Check with the airlines to ensure that all requirements are met.

There are a number of variables in shipping a pet. Severe weather conditions are normally defined as temperatures less than 45 degrees Fahrenheit or above 85 degrees Fahrenheit. The rates for shipping also vary. It is typical to charge a service fee for cabin travel or for shipping as baggage. The service fee is normally around \$80 and up. Some airlines will charge you the full price of an airline ticket.

The shipping crate also requires certain labeling requirements including "Live Animal" stickers on all sides. For convenience sake, most pet stores have packets with all the required labels and airline approved food and water dishes for the crate.

Vaccinations

Dogs and Cats

State law and Lackland AFB Regulation 125-3 require that all dogs and cats over the age of three months be immunized against rabies. All pets residing on base must be registered with the Lackland Small Animal Clinic. Proof of rabies vaccinations is required. If your pet's veterinarian is off base, the registration must be updated annually.

Heartworm vaccinations are also recommended for cats and dogs. Dogs should be vaccinated against kennel cough if you plan to board them, have them professionally groomed, or allow close contact with other dogs.

Horses

Interstate regulations require that any horse being moved from one state to another be given a Coggins Test for Swamp Fever. Each stable has another list of immunizations they require. It is recommended that each horse be immunized for VEWT, flu, rhino, and West Nile virus. Hand carry a veterinary health certificate completed within the last 30 days.

Ferrets

Ferrets are required to have rabies and canine distemper vaccinations.

There are no immunization requirements for any other animals kept as household pets.

Military families can get their pets vaccinated at the Lackland Small Animal clinic on an appointment basis only. Pet owners must pay for any medication. The clinic will provide envelopes which pet owners can mail in for city licensing. Animals can also be vaccinated, off-base, at reduced rates at the Animal Defense League. Some pet supply stores also offer reduced rate vaccinations clinics at intervals.

Quarantines

There are no quarantines for pets arriving from overseas locations as long as the pet has a current rabies vaccination and a valid Health Certificate upon entry to the United States. If for some reason, additional rabies immunizations are indicated, your pet will be quarantined in your residence. This would happen only in unusual circumstances.

Licensing and Leash Laws

The city of San Antonio and Lackland AFB require that all dogs and cats be licensed. Proof of rabies vaccination is required to obtain a license. Pet licenses are available at the Animal Control Facility. Licenses can also be purchased at any HEB grocery store customer service counter when a proof of rabies vaccination is presented. License fees are \$5 for neutered/spayed pets and \$20 for unneutered/unspayed pets. If living in base housing, an animal must be under the owner's direct control any time it is outside. This means the owner must be outside with the animal unless it is contained in an adequately fenced area.

Leash laws also apply anywhere in Bexar County. Dogs and cats are not allowed to roam free. Some home owner associations have small animal traps to lend in the event that an animal is being a nuisance. Trapped animals are then turned over to the Animal Control Facility.

Exotic Pets

There are no restrictions on exotic pets on the installation. However, large animals that are normally considered to be wild such as tigers or lions are not allowed. There is some conflict off base regarding keeping wild animals such as lions, tigers, or bears because of the potential for harm to others.

Veterinary Services

The primary mission of the Veterinary Treatment Facility (VTF) is to provide preventative medications such as heartworm preventative, flea control, and treatment of diseases which can be transmitted from animals to humans. Routine immunizations and minor medical problems can be provided at the Small Animal Clinic. A \$2.00 fee, mandated by the US Treasury, is charged at each visit.

Services are provided only to military personnel enrolled in the Defense Enrollment Eligibility Program (DEERS). Reservists and National Guard are eligible only while they are on an active duty tour. A valid military ID card must be presented before services are received.

Surgeries or major illnesses must be treated by an offbase veterinarian.

Education - General Overview

Introduction

The Texas Education Agency (TEA) is the oversight agency for the public educational system. The entire state is divided in a number of districts, each reporting independently to the state. There are no intermediate oversight agencies at the city or county level. The San Antonio metropolitan area has approximately 18 independent school districts (ISD). Each ISD has its own school board and has certain latitude in policy matters. For example, school districts can each set their own school year calendar if they choose to do so. Although Texas has a grading system, school districts can vary slightly from the norm if the district policy states the guidelines for doing so.

Each district has its own special education programs, its own alternative schools, its own before- and after-school care programs, and its own preschool programs. In a recent policy change, children from active duty military families are automatically eligible to enroll in the public school pre-kindergarten programs in their districts. If the Airman leaves the military, the child will be allowed to remain in the program until it is completed.

There are other education alternatives. Private schools abound in San Antonio with a wide range of tuition rates. A number of churches offer day care, preschool, enrichment programs, and classroom education all on the same premises. There are also private schools dedicated to specific target groups. Normally these are the gifted programs.

Because there are literally hundreds of schools in the San Antonio area, it is not feasible to offer detailed information such as student-teacher ratios, individual school standings, etc. To research this data, please go to the [TEA website](#). It has an A-Z index that will allow parents to research districts, schools, test scores, rankings, policies, and more. A second [website](#) developed by TEA also provides useful information. The websites can link you to district maps, district boundaries, and more.

Age Requirements

Take your child's birth certificate if he/she is entering school for the first time.

Pre-Kindergarten: Child must be 4 years old on or before September 1. Students are accepted into the pre-K program based on age and financial status. Evidence of income by either leave and earnings statement or check stubs is required. Children of active duty military are automatically eligible for enrollment.

Kindergarten: Child must be 5 years old on or before September 1 of the school year.

First Grade: Child must be 6 years old on or before September 1 of the school year.

Required Documentation

- Birth certificate
- Immunization record
- Proof of residence such as a lease, purchase agreement, driver's, or utility bill with a local address
- Previous school transcripts or a copy of last report card
- Copies of special education forms such as Individualized Education Plans (IEP)
- Child's Social Security card

Immunization Requirements

State law mandates parents/guardians provide proof that children be immunized against polio, diphtheria, pertussis, tetanus, red measles (Rubella), and tuberculosis (PPD Mntoux). Children will not be allowed to start school until all immunizations have been obtained and actual dates have been provided to the school. Children born after 2 September 2002 are required to have Hepatitis A immunizations as well. The process involves two shots six months apart. In order to start school, a child must have at least the first injection.

Local School Boards

The Lackland Independent School District (ISD) is a Texas-funded and supervised school district located on Lackland AFB. School usually begins mid-August and ends around Memorial Day.

Family members must reside on the installation to enroll. Some of the base housing is located on the former Kelly AFB. Those housing units are in the Edgewood ISD. Parents who live there have the option of requesting an interdistrict transfer to the Lackland ISD. The transfer is usually approved if there is space. Texas does not provide transportation across district lines. If an interdistrict is approved, parents are completely responsible for all transportation to and from school.

Children are eligible to attend the Lackland ISD while the parents are living in temporary quarters on base. If permanent housing is located off-base, the child will be allowed to remain in the Lackland ISD until the end of a grading period. During that time, parents are responsible transportation to and from school.

Grading System

A = 90-100

B = 80-89

C = 74-79

D = 70-73

F = Below 70

Unique Opportunities

There are a number of magnet schools in the area. Magnet schools are usually high schools who specialize in certain educational fields, such as health care, technology, business, communications arts, and more. The attendance arrangements are complex. For some, the student must be accepted in the freshman year. Others offer half-day classes, with the student attending a regular school and then traveling to the magnet school for the remainder of the day. Enrollment may be available only to district residents; others have open enrollment. Some offer college credit for class work.

Charter schools are also available. A charter school is a publicly funded school that is managed by a private contractor, with varying levels of success. Charter schools are accountable to the state and must meet the same standards as public schools. That can be a challenge because one of the conditions of the charter is that approximately 65% of the student population in that school must be considered as being at-risk.

Each ISD has alternative education programs available.

The state of Texas allows home schooling with few restrictions. For further information, please refer to the TEA website. San Antonio offers a number of home schooling groups throughout the city.

Adult Education

Each ISD has a community education department. These departments offer classes that include GED classes as well as a variety of enrichment classes. Some districts also offer English for Speakers of Other Languages (ESOL) and citizenship classes.

Please refer to the section on Advanced Education for information on colleges and tax-supported technical schools.

Education - Training (College/Technical)

Advanced Education

Installation Education Center

The focal point for all college education programs at Lackland is the Education Services Flight. Professional guidance counselors are available for both active duty and dependents on an appointment basis. Complete testing facilities are available to include CLEP, DANTES, Excelsior, SAT/ACT, and other specialized tests.

Information pertaining to financial aid is available to all personnel. Tuition assistance is authorized for active duty personnel.

A number of colleges and universities provide on-base courses and programs for both personal and career needs. Information and counseling about these programs, as well as those available within the San Antonio community, are available from the on-base Education Services Flight or by contacting the colleges directly.

Military members and their families are eligible for resident tuition rates at Texas state schools and universities. To qualify, be prepared to take a copy of the military member's orders, proof of residence, or any other documentation the admissions office may require.

The Airman and Family Readiness Flight can provide information on scholarships, grants, and other financial aid for college counseling for family members. Information on adult continuing education classes is also given by the A&FRF.

College Classes

The following colleges teach courses on Lackland AFB and these are their tuition rates currently in place on base per semester hour.

Webster University	295.00 for graduate	Webster Website or Admissions Website
Park University	166.00 for undergraduate	Park Website or Lackland Campus
Alamo Community College District	42.00 for undergraduate	ACCD Website or ACCD Admin Website
Wayland Baptist University	155.00 for undergraduate and \$230.00 for graduate	WBU Website
Texas State University	145.00 for undergraduate	TSU Website
St Mary's University	260.00 for graduate	St Mary's Website

Education - Local Schools

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools below:

1. How do I choose a good school?

[Choosing a School for Your Child](#) is a U.S. Department of Education publication that will help families identify what is important in selecting a school.

[The School Visit: What to Look For, What to Ask](#) Whether you are choosing a school for the first time, or because you are in transition, this site will provide you with information about what to do and what to ask.

2. What schools are in my area (or in the area where I may move), and how good are they?

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child. Listed below are these website tools along with information on how you access the information and what type of information each site provides.

Both [Great Schools](#) and [School Matters](#) provide a wealth of information for parents:

- School contact information
- Distance from zip code (provide the installation zip code, or the zip code of the area where you will be living)
- Public, private or charter school designation
- Student/teacher ratios
- Free and reduced school lunch program (an estimate of economic disadvantage)
- Great Schools provides a rating of schools and a parent comment section
- Percentage of students meeting or exceeding the state standards in math, reading and language arts
- Teachers - average number of years teaching experience, % of first year teachers on the staff
- Students: Average percentage of students absent from school for more than 15 days
- Ethnic breakdown and percent of students with English as a second language
- School Matters provides college prep scores (PSAT, SAT, ACT test scores)-for high schools only
- Great Schools also provides parents the ability to rate the schools and make comments on the schools.

For both sites, the user must enter the State and zip code to find schools in the area.

[SchoolQuest](#) was developed by the [Military Child Education Coalition](#) to help military families select schools. SchoolQuest also offers an Online Library that provides resources for families in transition. At this time, the SchoolQuest data base covers 99 military installations. The Military Child Education Coalition also provides a [data base of information](#) on each State's educational system.

[The School Report Tool](#) is available from Military OneSource that list names and locations of public, public charter, private, virtual and home schooling choices around major installations. [Charter Schools](#) are nonsectarian public schools of choice that operate with freedom from many of the regulations that apply to traditional public schools. Use this site to find one in your area.

3. How can I help plan for a successful transition in this new school and for my child's school career?

Parents often want to know about the availability of extra curricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

The [Toolkit for Parents](#) was developed by the Department of Defense, especially for Military Families. This 85 page booklet walks parents through preparing for the move and the first two weeks of school....what to ask, what to take, etc..

The [Military Impacted Association](#) has [checklists](#) available for military kids who are leaving or entering a new school.

The Military Child Education Coalition has a [checklist for transferring students](#) that will be helpful. Additionally, through [SchoolQuest](#), MCEC provides parents with the ability to develop a profile for each of their children, which then will provide them with a report on issues related to transferring to a new school district.

4. Question? What happens if I need help during the school year?

During the school year, there are always questions that parents have, such as "What is the best way to help with homework?" or "What if my child needs to see a counselor because my spouse is deployed?" Military OneSource helps with these questions and has 24/7 access. You can call them at 1-800-342-9647, connect to them at the website [Military OneSource](#), or [e-mail a consultant](#).

Education - Local Schools/Overseas

Overseas Schools -- What You Should Know

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

Where do I start?

Start with the information on your new installation. Visit [Plan My Move](#) and review the installation's Education - Overview article. All of the overseas installations have dedicated a portion of the Education Overview to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

What is the difference between a DoD school and an international or national school?

[DoDEA](#) is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs.

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

Where can I find a list of International schools in the country where my family is moving?

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

How do I decide what school is best for my child?

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

Now that I have chosen a school, how do I successfully facilitate the transition for my child?

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

MilitaryStudent.org provides several valuable tools to facilitate the transition process. Although many of these tools are not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

Employment - Overview

Employment Options

San Antonio has a diversified economy with four primary focuses: [financial services](#), [health care](#), [national defense](#), and [tourism](#). The city is also home to one of the largest military concentrations in the United States. The defense industry in San Antonio employs over 89,000 and provides a \$5.2 billion impact to the city's economy. The unemployment rate is at 4.1%. Because of the sheer volume of potential employers in the area, it is not possible to estimate an average wage range for any given career field. Salaries and wages generally run lower in San Antonio in any type of work because the cost of living is lower.

Employment can be accessed by going to Alamo Workforce Career Centers. There are a number of them in the San Antonio Region. To call the closest center to Lackland, call 210-436-0670. Visit the [Work in Texas website](#) to help find available jobs in Texas.

Employment on base consists of government jobs, NAF, and jobs with AAFES and DECA. There are a number of contractors that work on base too.

Family members should contact the Civilian Personnel Office as soon as possible after arrival to determine their eligibility for spouse preference. If currently working as a GS Employee and are considering accepting a NAF position, be sure to ask how that will affect spouse preference. The DECA, AAFES, and NAF each have their own personnel offices and should be contacted accordingly.

Also, family members are welcome to come to the Airman and Family Readiness Flight to also discuss employment with our career focus manager.

Employment Documentation

For job hunting purposes, be sure to hand carry all employment records and documents, resumes, SF 171, SF 50, transcripts, certificates and licenses.

Unemployment Benefits

Unemployment compensation may be available for the spouse of a newly assigned military member or civilian employee. For more information contact the Texas Workforce at 1-800-939-6631. You can also file [online](#).

Transition Assistance

For all service members transitioning from military life to civilian life; i.e., retiring or separating, the Airman and Family Readiness Flight offer a number of programs. At least 90 days prior to retirement or separation every service member must attend a **mandatory** pre-separation counseling session. This is a one-on-one interview with a TAP Counselor to explain the rights and privileges earned while in uniform, to advise of additional transition assistance and services available to them, and to complete a form that will be filed in the service member's permanent file. Without this form, the separation or retirement process cannot be completed.

Programs offered to make transitioning to civilian life are as follows:

Three-Day TAP

The Department of Labor, working through the Texas Workforce Commission, presents an intense three-day course every month on every aspect of the transition process. Attendance at one of these courses is recommended as soon as the decision to re-enter the civilian work force is made.

Disabled TAP

A special session during the three-day TAP is used to cover disability benefits and how to apply for them.

VMET/DD FORM 2586

The Verification of Military Experience and Training (VMET) document is an overview of a service member's career. It translates what a service member's job title was in the military into its civilian equivalent. With the use of a DFAS myPay

PIN members can access and download their VMET document anytime and from anywhere they have access to a computer. Detailed instructions are on the [website](#).

"4 to Go" Seminar

This workshop is for members thinking about retiring. Topics covered are retirement issues; TRICARE, V.A. benefits and disability ratings, financial issues and cost of living expenses by geographical area, debt management, SBP, legal issues for military retirees, and employment issues. This is an "outstanding class in preparing for retirement".

Resource Room

This room has reference books, periodicals, research publications, job listings, employment booklets and computers available for job search or educational assistance.

Eyes on Jobs

Job announcements will be electronically sent to all job seekers registered in Eyes on jobs. Registration forms are available in the resource room.

San Antonio Military Job Fair

One of the largest job fairs, hosted jointly by the five military installations and others, conducted twice every year (Mar and Sep) at the Live Oak Civic Center on Pat Booker Blvd, with 150 employers participating.

Resume, Interview, Job Search, and How to Apply for Federal Employment Workshops

Classes on these subjects are taught at least once a month. Also, check for additional information with the Career Focus section.

Tuition Assistance

There are a number of educational opportunities available to spouses not only on base but off base. To receive financial assistance, all schools require the Free Application for Federal Student Aid (FAFSA) be filled out.

A spouse can contact the Airman and Family Readiness Flight to discuss what scholarships, grants, and loans are in the local area. The main one for all Air Force spouses to know about is the Air Force Aid Society (AFAS) General Henry H. Arnold Education Grant. It provides \$2,000 grants to children and spouses of active duty retired or deceased Air Force members, retired Reservists over age 60, Title 10 Reservists on EAD. For information see the [AFAS website](#).

Our local spouses club offers spouses scholarship money for those pursuing a technical, associate, or undergraduate degree. An application can be downloaded from their [website](#).

For AETC employees there is tuition assistance offered. An employee needs to check with the Civilian Personnel office to learn more.

Child Care

Child Development Center (CDC)

There are three child development centers on the installation with a total capacity of 550 slots. All three centers are DoD certified. Street addresses, phone numbers and fax numbers are available in the contact listing.

The Gateway CDC offers care for children from 6 weeks through 5 years of age.

The Lackland CDC offers care for the 3-5 year old group. It also offers part-time enrichment programs.

The Kelly Field CDC also offers care for infants through 5 years of age. It is also certified by the National Association for the Education of Young Children (NAEYC).

Special Needs Care

There are no child care resources for special needs children. There is some financial assistance available to defray the cost of paying for child care off base. The Family Child Care Office has agreements with a few child centers in the community. Please contact the office to get more information. If you make arrangements without their approval, you forfeit any eligibility you may have had to financial subsidies. Their phone number is in the contact listing.

Eligibility

Active duty Airmen, family members, DOD civilians, or NAF employees are all eligible to use the CDCs. There are four priority groups:

- Active Duty Military/DoD Civilians - Single Parents assigned to or working on the installation.
- Active Duty Military/DoD Civilians - Dual employed parents assigned to/working on the installation.
- Active Duty Military/DoD Civilians - One parent employed/assigned to installation (both parents working or in full-time student status).
- Active Duty Military/DoD Civilians - Not assigned to the installation (single, dual, and one parent employed).

Application Procedures

Applications are processed through the Family Child Care Office. The required documents are:

- DD Form 2606 -- This form can be downloaded or picked up at any CDC.
- Lackland AFB physical form
- A copy of the orders

Applications can be submitted in advance by faxing them to the Family Child Care Office along with a copy of the orders. The fax number is 210-671-0276. Upon arrival, please pick up the physical form to be completed by the child's physician.

If the child is placed on a waiting list, be sure that the Family Child Care Office always has a current work and home number. If an opening becomes available, it will go to the first person on the waiting list that can be reached. If your phone number information is incorrect, you will not get that slot.

Fees

Below is a table of the full time rates effective 1 February 2008.

CATEGORY	FAMILY INCOME	RATES		
		Daily*	Weekly*	Semi-Monthly Monthly
I	\$0-28,000	\$12	\$61	\$132 \$264
II	\$28,001-34,000	\$15	\$75	\$162 \$325
III	\$34,001-44,000	\$18	\$89	\$193 \$386
IV	\$44,001-55,000	\$20	\$102	\$221 \$442

V	\$55,001-\$70,000	\$23	\$116	\$251	\$503
VI	\$70,001+	\$26	\$129	\$279	\$559

*Child care must be paid semi-monthly or monthly. Daily and weekly rates are displayed to simplify financial planning.

Waiting Lists

There are usually waiting lists for infant care in the CDCs. There may be a six month wait in some instances. For the preschool ages, there is seldom a long wait, especially in the Kelly Field CDC. Because of its distance from the main installation, there is more likely to be an open slot.

Family Child Care Providers

On an average, the installation has approximately 40 family day care homes. The roster of day care homes is updated at the beginning of each month. It is available at the [Lackland website](#). Hard copies are available at the Family Child Care office and at the AFRF.

Drop-In or Hourly Care

No slots are set aside in any of the CDCs for drop-in care. It is necessary to contact the CDCs at the beginning of the day to see if there are any vacancies for that day. There is no procedure for reserving drop-in care slots in advance.

School Age Program (SAP)

The School Age Program is accredited by National Association for the Education of Young Children and the National School-Age Care Alliance.

Eligibility

School Age Programs are open to active-duty Military, DoD Civilian, and NAF civilian dependents from kindergarten through grade 12. Youth must be a current member in good standing with Lackland Youth Programs.

Priority is given to single parents, or families where both parents are employed or enrolled in school outside the home.

Costs

A sliding scale, based on the annual family income, determines the fee using DoD Form 2652. All fees are to be paid the Friday before the week of care. On full day camps, child care may not exceed 10 hours. Because the rate structure is complicated, please call the youth center to determine what the cost will be for your family.

Hours of Operation

Before and After School Care is available Monday through Friday, 6:30am-8:00am and 2:30pm-6:00pm. Day Camp is available 6:30am-6:00pm.

For more information about the SAP, contact Youth Programs at 210-671-2388/2510.

Play Groups

Family Advocacy partners with the CDCs to offer play groups on Tuesday and Thursday mornings from 9:30 am to 11:00 am in Bldg 8205. This is an informal group that offers children the opportunity to interact with each other. Because parents are required to remain, there is also an opportunity to network with each other. There is no registration, no commitment, and no cost. For additional information, call Family Advocacy at 210-292-5967.

New Parent Support Program (NSPS)

The NSPS is a voluntary program designed to promote family wellness through parent education and to provide support to Airmen. It is sponsored by Family Advocacy.

Eligibility

Any active duty family with an expectant mother or children under three years of age is encouraged to participate.

The NSPS provides:

- Education on pregnancy and all aspects of child care
- Home visits by a registered nurse
- Relationship enhancement
- Parent support groups
- Life education resources such as books, handouts, videos, and more.

Enrollment -- Begin by attending a NSPS orientation. For date and times, please call 210-292-5967.

Youth Services

Youth Services

We welcome your family to the Lackland AFB Youth Programs, which includes three separate sites: Kelly Field Unit, Lackland Unit and the Teen Unit. Our goal is to provide a well-rounded program that includes quality school age care, sports and fitness and social events for your children as well as to provide quality customer service to our parents. Programs are planned to meet the physical, social, emotional and intellectual needs of each child. Centers Lackland AFB opened a new youth services building in the spring of 2007 that consolidates youth and teen activities.

We look forward to caring for your child and working with you.

The Youth Program is geared to children, ages 6-12. It offers a wide range of activities to include sports programs, arts and crafts, other enrichment programs, before and after school care, and summer camps. It also provides membership in the Boys and Girls Club of America for children ages 6-12.

Teen Center

The Teen Center offers programs activities for teens 13-18 years of age. Some programs include: Keystone Club, Y.E.S. Program, and various Field Trips.

Keystone Club -- The Keystone Club is focused on developing excellence in teenagers by taking on a national project. Membership is by application only. The Torch Club is the current national project sponsored by the Keystones and focuses on preteens ages 10-12.

T.R.A.I.L. -- The Training Responsible Adolescents in Leadership (T.R.A.I.L.) Club focuses on outdoor leadership. It provides opportunities to camp, rock climb, run ropes courses, and more.

There are also monthly in-house activities including arts and crafts, DJ training, electronic games, pool, table tennis, computer labs, and socialization.

Y.E.S. Program -- Start earning money for college as soon as you are enrolled in high school. With the YES Program, you will gain valuable work experience and eligible youth can earn up to \$1000 in the form of a scholarship. The scholarship is none competitive and there is no limit to how many teens enroll in the program. There are a variety of jobs here on Lackland AFB. Job placement depends on skill level career interest, and time availability. To find out if you qualify for enrollment in the YES program, for more information, or an application come by the Teen Center.

Youth Sports

The Youth Program offer a variety of organized team sports and sports clinics throughout the year for children ages 5 - 17. Registration fee for all sports is \$45 per child. Sports programs include:

- Spring Soccer
- Baseball
- Fall Soccer
- Flag Football
- Basketball
- Tennis

First Steps is a sports program for children ages 3 - 5 that teaches the fundamentals of T-Ball, Basketball and Soccer. It is non-competitive and requires parent participation. Registration fee for First Steps is \$35 per child. Spaces are limited.

Lackland also has its own Boy Scout and Girl Scout units that include all age ranges.

Fit Factor

Authorized youth include military family members and civil service/nonappropriated fund civilian family members when space is available. Children do not have to be members of the youth center to participate, but they should go to the youth center to register and obtain their on-line pass codes.

The Fit Factor program is designed to stimulate interest and encourage youth to maintain or become more physically fit. The program encourages at least sixty minutes of physical activity each day, plus helps teach healthy eating habits and lifestyle choices. Six levels of activity are available: Energy, Strength, Agility, Adventure, Endurance, and Feel the Power. The program is self-paced with each participant earning points for participation which may be redeemed for a variety of prizes. The program includes activities with friends and family in fun physical activities which help limit the amount of screen time in front of the television or computer. More information about the program is available [online](#) or at the base Youth Center.

Field Trips

To participate in the teen field trips, you must be a current member. The only cost is the admission price to the event. Events include swimming, movies, roller skating, skate boarding, game rooms, theme parks, and eating out. Some examples are: Swimming, movies, roller skating, skate boarding, game rooms, theme parks, eating out, to name a few. Teens need a permission slip for all off-base events. Field trips will be cancelled if we do not receive at least 5 permission slips by 6:30 pm on the day prior to the event.

Youth Religious Programs

The Freedom Chapel offers a children's church service each Sunday, in addition to the traditional Sunday School.

Youth Sponsorship

The Youth and Teen programs offer opportunities for connection with newcomers via a pen pal program. Please contact the Youth Center for details on how to establish that connection.

Financial Assistance

Personal Financial Management Program

Financial guidance is offered to those experiencing money management challenges or for those who wish to gain more control of their finances. The Airman and Family Readiness Center PMFP staff will work with individuals and families to prepare a personalized budget and spending and savings plan. Information and assistance is also available about financial preparation for moving, checkbook management, credit management, budgeting for a new baby, and financial preparation for future needs. The PFMP staff also works with both base and community agencies including Military Finance, the Army and Air Force Exchange Service, financial institutions, Air Force Aid Society, and other consumer organizations to restore financial stability as soon as possible.

The Airman and Family Readiness Center's Personal Financial Management Program (PFMP) offers regularly scheduled seminars on a variety of financial topics.

Area Cost of Living

San Antonio, TX has a cost-of-living indicator of 95 based on the national average of 100. There are no cost-of-living allowances for the area.

Temporary Lodging Allowance

Temporary lodging facilities are available, but stays are normally limited to 30 days during the non-peak periods. During peak PCS periods, stays are limited to 15 days. Regardless of the length of your stay, you will be reimbursed for only the first 10 days. If there is no vacancy on base, you will need a non-availability statement from temporary lodging before you can be reimbursed for off-base lodging. If you do not get this, you may not be eligible for reimbursement. For information about base lodging expenses, please refer to the Housing - Temporary Lodging section. If you must stay off-base, you will be reimbursed at the per diem lodging rate for the San Antonio area.

Housing Costs

Housing costs are slightly lower than the national average. The median costs of housing in acceptable neighborhoods is \$150,000, while two bedroom apartments average \$700.

The 2008 BAH rate for the 78236 zip code is inserted for your convenience:

2008 BAH RATES - LACKLAND

Pay Grade	W/Dep	W/O Dep
E-1/E-4	1059	794
E-5	1180	885
E-6	1257	954
E-7	1335	1062
E-8	1420	1196
E-9	1507	1219
W-1	1258	1012
W-2	1370	1195
W-3	1473	1221
W-4	1521	1276
W-5	1575	1353
O-1E	1351	1180
O-2E	1457	1214
O-3E	1529	1257
O-1	1189	937
O-2	1255	1138
O-3	1469	1229
O-4	1599	1343
O-5	1688	1394
O-6	1702	1473

Utilities

Utility bills in San Antonio are among the lowest in the state. City Public Services provides electricity and natural gas for the area and is owned by the city of San Antonio. There is no competition in the city. The average residential electricity usage is 1,184 kilowatt hours (KWh) at a cost of \$84.39 per thousand KWh. Natural gas is priced in units of 100 cubic feet (ccf). The rates per ccf fluctuate between \$. 80 - .90 cents.

There are two primary water companies: San Antonio Water System and Bexar Metropolitan Water System. Before you choose a place to live, ask which one provides service for your area. Water pricing is based on usage. The more water you use, the higher the rate per unit becomes. There are also different rates depending on whether you live inside or outside the city limits. Sewer usage fees are based on water usage for a 3-4 month period starting sometime in November and ending in March. If you use more water than necessary during those months, you will pay a higher sewage fee for the next twelve months.

Emergencies in Transit

Have a plan for emergencies while in transit. If you find yourself needing financial assistance, please go to the nearest military facility if possible, If there is no installation nearby, please contact the American Red Cross for additional assistance. The national toll free number is in the contact section. Review your route and make a note of the phone numbers for the family centers of any military installations on the route and keep the American Red Cross national toll free number with your hand-carried papers.

Ensure that you are familiar with the requirements of your TRICARE plan for handling medical emergencies. Handling them properly can reduce or eliminate out-of pocket costs or delays in reimbursement. Know the definitions for emergency care and urgent care. Emergency care is defined as an immediate threat to life, loss of sight, or loss of limbs. Seek treatment at the nearest hospital and notify TRICARE as soon as possible. Urgent care is defined as something that needs attention but that is not immediately life threatening. Contact TRICARE for authorization prior to obtaining care.

Advanced Pay

If you anticipate being short of cash for your move, please contact your local finance office to discuss the possibility of various travel advances. You may be able to request advance travel pay, advance BAH, or advance Dislocation Allowance (DLA). These advances will be offset when you receive your travel reimbursement. As a last resort, you are also eligible to request advance basic pay. Avoid this advance if possible because it will be automatically withheld from your paycheck for a period of up to 12 months.

The Air Force Aid Association (AFAS) provides small, non-interest loans to assist with miscellaneous financial problems caused by a PCS move.

Legal Assistance

Legal Services

There are two main legal offices on Lackland AFB. The 37 TRW and the 67 IOW each have a legal office.

Types of Services

Services offered include legal advice for the active duty member, assistance with legal documents such as wills or powers-of-attorney, and more. There are walk-in hours for some of these services and it is best to contact each office to ask about walk-in hours.

Claims Service

Claims for damaged or lost household goods associated with a PCS, either military or civilian, are processed either through the 37 TRW/JA or 67 IOW/JA.

Deployment Support

Family Deployment Support

The objective of the Airman and Family Readiness Center Readiness Program is to ensure that the the family member has the tools needed to manage in the absence of the active duty member. This is done in collaboration with the Military Personnel Flight, the Legal Office, and other base offices.

The spouse component of readiness is called Hearts Apart. It offers a monthly support group, individual support as needed, access to Give Parents a Break, and morale calls. Morale calls are available once a week and are limited to 15 minutes per call. Arrangements are made through the Readiness Officer at the Airman and Family Readiness Center. There are video phones available for face-to-face contact. Immediate family members of single active duty members may be eligible to make morale calls as well.

Health Care - Overview

Moving With TRICARE

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You're covered worldwide—both in transit to your new duty location and once you arrive—but depending on where you go you may use a different TRICARE health plan option. Additionally, you may have different steps depending on which health plan option you are using now.

When Enrolled in a TRICARE Prime Option

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote in the United States, and TRICARE Prime Overseas and TRICARE Global Remote Overseas in regions outside of the United States. Follow these simple steps to ensure you have no break in coverage when you move.

1. Do not disenroll from your TRICARE Prime option before you move.
2. Once you arrive at your new location, update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately.
3. Select a new primary care manager (PCM), when moving within the same region or submit a new Prime enrollment form within 30 days if you're moving to a new region.

Where you are moving will determine which Prime option you will enroll in.

Prime Options in the United States

TRICARE Prime

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

- North Region [Health Net Federal Services, Inc.](#), 1-877-TRICARE (1-877-874 2273)
- South Region [Humana Military Healthcare Services, Inc.](#) 1-800444-5445
- West Region [TriWest Healthcare Alliance](#) 1-888-TRIWEST (1-888-874-9378)

If you move to a new Prime service area, transfer your enrollment by submitting a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Be sure to include all family members who wish to use Prime on the form.

TRICARE Prime Remote

In non-Prime service areas, TRICARE offers TRICARE Prime Remote. To enroll, submit a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for Active Duty Family Members. Be sure to include them on the enrollment form.

Prime Options Outside of the United States

TRICARE Prime Overseas

TRICARE Prime Overseas is offered in overseas areas where there are military treatment facilities or areas in which TRICARE has established a network of qualified host nation providers.

- TRICARE Europe Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)
- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

If you move to an area in which TRICARE Prime Overseas is offered, transfer your enrollment by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas on the form.

TRICARE Global Remote Overseas

TRICARE Global Remote Overseas is a Prime option offered in designated remote overseas locations. If you move to an area in which TRICARE Global Remote Overseas is offered, you and any authorized family members living with you may enroll by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center. Then, when you arrive in your new area, transfer your enrollment.

When Using TRICARE Standard and Extra

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any active duty family member who is registered in DEERS may use these programs by seeing any network or non-network providers that are authorized by TRICARE. In areas outside of the United States, active duty family members who don't want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation provider.

If you're already using TRICARE Standard and Extra, moving is easy.

1. Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
2. Then, find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

- In the U.S.: Visit your new regional contractor's Web site for a list of providers. Remember, if you see network providers, you'll be using the Extra option and pay lower copayments.
- Outside of the U.S.: Contact your TRICARE Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.
- If you move to a new region, you'll have a new claims address for submitting your TRICARE claims.
- Learn your new region's prior authorization requirements because these requirements can differ by region.

When Using TRICARE For Life

TRICARE For Life—TRICARE's coverage for those who are eligible for Medicare—requires no enrollment and you'll have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

- Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
- Find Medicare providers in your new area.

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not provide coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact the TRICARE Area Office for the overseas area where you are moving or the nearest American Embassy Health Unit for assistance finding a host nation provider.

Getting Care Along the Way

- Routine Medical and Dental Care—Get it before you go.

Before you move, make sure you've received any routine medical or dental care you think you might need during the time you'll be traveling. Or, delay the care until you get to your new duty location.

- Emergency Care in the United States—Call 911 or go to the nearest emergency room.

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your regional contractor

- Urgent care in the United States—Coordinate with your PCM and/or regional contractor

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

- Emergency or Urgent care Overseas—Contact closest TRICARE Area Office or TRICARE Global Remote Call Center.

You don't need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

Filling Prescriptions on the Road

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you're traveling in the United States, you have several options:

- If near an MTF, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy.
- If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE web site](#)
- The mail-order option is not recommended for a prescription you need right away, but if you'll be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

- TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE web site](#).
- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

If You Have Questions

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE web site](#).

Installation Specific Information

Wilford Hall Medical Center (WHMC), the Air Force's largest medical facility, is located on Lackland Air Force Base. It has four main missions: Readiness, Education and Training, Research and Peacetime Healthcare - all very important to the future of our country. It is also a primary receiving facility for U.S. military casualties and units in federal response to natural disasters.

WHMC is one of three Level One Trauma Centers in San Antonio. It also provides trained medical providers in the event of federal emergencies. WHMC offers specialties and subspecialties of all kinds.

WHMC and Brooke Army Medical Center are part of the current Base Realignment and Closure (BRAC) initiative. The ultimate plan is to consolidate all inpatient and Level One trauma care at BAMC, while WHMC remains available for outpatient care. In preparation for this, the two hospitals have formed a joint operation called San Antonio Military Medical Center (SAMMC). BAMC will be named SAMMC North, while WHMC will be called SAMMC South. These names are not generally used yet.

There are three basic dental clinics and three family practice clinics on the installation. There are two family practice clinics on the north central part of San Antonio and one on Brooks City-Base. The Airman will be assigned to one of the clinics based on the location of the duty station. Family members have more latitude. A family member can elect to receive treatment at Randolph AFB, Fort Sam Houston, Brooks City-Base or any one of the other clinics if that is more convenient.

The Airman or the family member must go to the TRICARE Service Center located on the first floor of WHMC to register the family in TRICARE South and to select a Primary Care Manager. The families' medical records can then be forwarded to the appropriate facility. The TRICARE Office has no local inbound telephone lines. It is necessary to make a personal visit. The busiest hours are 10:00 am to 2:00 pm.

Airmen have priority at all military treatment facilities. Others need to plan in advance to schedule appointments for routine care. The Emergency Department at WHMC offers urgent care as well as emergency care.

If family members require medical care that cannot be given at WHMC or BAMC, TRICARE has a contract with the Methodist Health System in San Antonio. There are facilities in all areas of San Antonio. However, it must first be determined that the treatment cannot be given at one of the military treatment facilities.

There is no routine dental care available for family members on the installation. Only emergencies will be treated. Please contact the TRICARE Service Center for information on how to enroll family members in the TRICARE Dental Plan.

There is one appointment line for any of the medical treatment facilities in the area. It is 210-916-9900. Expect to be on hold for a period of time. It is also possible to make appointments [online](#).

For additional information on clinics and other patient services, please visit the SAMMC [website](#).

Health Care - Special Needs

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Military Treatment Facility

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

Moving to a New TRICARE Region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

Beneficiary Counseling and Assistance Coordinator (BCAC)

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

Case Management

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

Extended Care Health Option (ECHO)

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

Transporting Medical Equipment

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

Federal and State Health Care Programs

Medicaid - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

Supplemental Security Income (SSI) - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

Title V of the Social Security Act - Many states have services for children with special health care needs that are funded by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of](#)

[contact](#) and other pertinent information.

Other Important Resources

Debt Collection Assistance Officer (DCAO) - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

Family Voices - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has [State points of contacts](#) with useful links to State programs and organizations.

Installation Specific Information

Personnel arriving with a Special Needs Member should contact the Special Needs Identification and Coordination Services (SNI) office upon arrival.

Appointments are required for all incoming sponsors who are Q-coded in order to gather updated information and establish a file. Referrals will be provided, as needed.

Education - Special Education/EIS

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Children from Birth to Three Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

Children from 3 through 21 Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

Others who can help you:

Parent Training and Information Centers Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.

STOMP (Specialized Training of Military Parents) is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

Washington PAVE
STOMP Project

6316 So. 12th St.
Tacoma, WA 98465
253-565-2266 (v/tty)
1-800-5-PARENT (v/tty)
Fax: 253-566-8052

[Email](#)

Installation Specific/Community Information

Personnel arriving with a child who falls under the Special Needs Identification and Assignment Coordination Process (formerly EFMP) should contact Family Advocacy upon their arrival. The office can help to ensure that all required services are coordinated.

Lackland ISD Special Education Services are designed to provide a free and appropriate education for students with one or more disabilities who reside within the Lackland School District. The district accomplishes this through individual instruction in general and special education. Special education services range from full inclusion in general education to off campus placement.

Please use the Lackland ISD web site for further information.

Special Education Eligibility

To be eligible for special education services in Texas, a student must have been determined to have one or more of the qualifying conditions listed in federal regulations or in state law.

Once eligibility is determined, special needs students have the right to a free appropriate education in the least restrictive setting possible; that may be the regular classroom, instruction through special teaching, or instruction through approved contracts.

As part of enrolling a special needs child in an independent school district, it is necessary to contact the appropriate school district to arrange for an evaluation. Be sure to bring the existing individual education plan and any other pertinent information to the evaluation. The child will then be assigned to the appropriate setting based on the findings.

Contact Information

2160 Kenly Avenue
Bldg 1249
Lackland AFB, TX 78236-5113
Phone 210-671-3722 / 800-621-3725
Phone (DSN) 312-473-3722
Fax 210-671-5206
Fax (DSN) 312-473-5206

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Weekends and Federal holidays - closed

Barracks/Single Service Member Housing

Dormitory Manager's Office
2240 McChord Street
Bldg 1205, Room 120
Lackland AFB, TX 78236
Phone 210-671-5951
Phone (DSN) 312-473-5951
Fax 210-671-0515
Fax (DSN) 312-473-0515

[Email](#)
[Website](#)

Monday - Friday 7:30 a.m. - 3:00 p.m.
Weekends and Federal holidays - closed

Beauty/Barber Shops

Barber Shop - Main BX
2180 Reese Avenue
Bldg 1385
Lackland AFB, TX 78236
Phone 210-673-5252
[Website](#)
Monday - Saturday 8:00 a.m. - 7:00 p.m.
Sunday - 10:00 a.m. - 6:00 p.m.

Chapels

Chapel - Freedom
2200 Truemper Street
Bldg 1528
Lackland AFB, TX 78236
Phone 210-671-4208
Phone (DSN) 312-473-4208

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Weekends and holidays - closed

Automotive Services

Car Care Center
2250 Kelly Drive
Bldg 2306
Lackland AFB, TX 78236
Phone 210-674-0848
[Website](#)
Monday - Sunday - 24 hours a day

Beauty/Barber Shops

Beauty Shop - Main BX
2180 Reese Avenue
Bldg 1385
Lackland AFB, TX 78236
Phone 210-674-1341
[Website](#)
Monday - Saturday 9:00 a.m. - 7:00 p.m.
Sunday - 10:00 a.m. - 6:00 p.m.

Beneficiary Counseling Assistance Coordinators

Benefits Coordination and Counseling Services
2200 Berquist
Wilford Hall Medical Center, Room 1E50
Lackland AFB, TX 78236
Phone 210-292-7848
Phone (DSN) 312-554-7848

Monday - Friday 7:30 a.m. - 4:30 p.m.
Weekends and federal holidays - closed

Child Development Centers

Child Development Center - Kelly Field
102 Duncan Avenue
Bldg 61
Lackland AFB, TX 78236
Phone 210-925-5747
Phone (DSN) 312-945-5747
Fax 210-671-2354
Fax (DSN) 312-473-2354

[Website](#)
Monday - Friday 6:00 a.m. - 6:00 p.m.
Weekends and federal holidays - closed

Child Development Centers

Child Development Center- Lackland
2310 Kenly
Bldg 8210

Lackland AFB, TX 78236

Phone 210-671-3168 / 210-671-3675

Phone (DSN) 312-473-3168

Fax 210-671-0046

Fax (DSN) 312-473-0046

[Website](#)

Monday - Friday 6:00 a.m. - 6:00 p.m.

Weekends and federal holidays - closed

Child Development Centers

Child Development Center - Gateway
1555 Holloman Avenue
Bldg 3220

Lackland AFB, TX 78236

Phone 210-671-1040

Phone (DSN) 312-473-1040

Fax 210-671-0602

Fax (DSN) 312-473-0602

[Website](#)

Monday - Friday 6:00 a.m. - 6:00 p.m.

Weekends and federal holidays - closed

Child and Youth Registration and Referral

Family Child Care Office
2110 Puckett Street
Building 8205

Lackland AFB, TX 78236

Phone 210-671-3380

Phone (DSN) 312-473-3380

Fax 210-671-0276

Fax (DSN) 312-473-0276

[Website](#)

Monday - Thursday 7:30 a.m. - 4:30 p.m.

Friday - 7:30 a.m. - 12:30 p.m.

Weekends and federal holidays - closed

Civilian Personnel Office

Civilian Personnel Office
1720 Patrick
Bldg 5311

Lackland AFB, TX 78236

Phone 210-671-4118

Phone (DSN) 312-473-4118

Fax 210-671-5211

Fax (DSN) 312-473-5211

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and federal holidays - closed

Commissary/Shoppette

Commissary
2250 Foulis Street
Bldg 8400

Lackland AFB, TX 78236

Phone 210-671-2837

Phone (DSN) 312-473-2837

Fax 210-671-2839

Fax (DSN) 312-473-2839

[Website](#)

Monday - Friday 8:00 a.m. - 8:00 p.m.

Saturday 8:00 a.m. - 6:00 p.m.

Commissary/Shoppette

AAFES Shoppette - Main Base
2250 Kelly Dr.
Bldg 2306

Lackland AFB, TX 78236

Phone 210-674-0848

[Website](#) [Website](#)

Monday - Sunday - 24 hours a day

Dental Clinics

Dental Clinic - MacKown
2450 Pepperrell Avenue
Bldg 4602

Lackland AFB, TX 78236

Phone 210-292-7251

Phone (DSN) 312-554-7251

Monday - Friday 7:00 am - 4:00 pm

Weekends and holidays - closed

Dental Clinics

Dental Clinic - Dunn
1615 Truemper
Bldg 6418

Lackland AFB, TX 78236

Phone 210-671-6418

Phone (DSN) 312-554-6418

Monday - Friday 7:00 a.m. - 4:00 p.m.

Weekends and holidays - closed

Dental Clinics

Dental Clinic - Kelly USA
 204 Wagner Drive
 Bldg 1739
 Lackland AFB, TX 78236
 Phone 210-925-1846
 Phone (DSN) 312-945-1846

Monday - Friday 7:00 a.m. - 4:00 p.m.
 Weekends and holidays - closed

Exceptional Family Member Program/Special Needs

Special Needs Identification and Coordination Program (SNI)
 2200 Bergquist Drive
 Bldg 4550, Ste 1
 Lackland AFB, TX 78236
 Phone 210-292-2775
 Phone (DSN) 312-554-5967
 Fax 210-671-2775
 Fax (DSN) 312-473-2775

Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Family Advocacy Program

Family Advocacy
 2239 McChord Street
 Bldg 1245
 Lackland AFB, TX 78236
 Phone 210-292-5967
 Phone (DSN) 312-554-5967
 Fax 210-671-2207
 Fax (DSN) 312-473-2207

[Website](#)
 Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Finance Office

Finance
 1561 Stewart Avenue
 Bldg 5616, Room 223
 Lackland AFB, TX 78236
 Phone 210-671-1851
 Phone (DSN) 312-473-1851

[Email](#)

Monday - Friday 7:30 a.m. - 4:00 p.m.
 Weekends and federal holidays - closed

Emergency Relief Services

American Red Cross - San Antonio Chapter
 3642 Houston Street
 San Antonio, TX 78219-3830
 Phone 210-224-5151

[Email](#)
[Website](#)
 Monday - Friday 8:00 a.m. - 5:00 p.m.

Exchange(s)

AAFES Main Exchange
 2180 Reese Street
 Bldg 1385
 Lackland AFB, TX 78236
 Phone 210-674-6465

[Website](#)
 Monday - Saturday 8:00 a.m. - 9:00 p.m.
 Sunday - 9:00 a.m. - 7:00 p.m.

Family Center

Airman and Family Readiness Center
 2160 Kenly Avenue
 Bldg. 1249
 37 MSS/DPF
 Lackland AFB, TX 78236-5113
 Phone 210-671-3722 / 800-621-3725
 Phone (DSN) 312-473-3722
 Fax 210-671-5206
 Fax (DSN) 312-473-5206

[Email](#)
[Website](#)
 Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Financial Institutions

Eisenhower National Bank
Lackland (Medina) Branch
 Bldg. 145, AAFES Branch Exchange
 Lackland AFB, TX 78227
 Phone 210-673-8420

[Email](#)
[Website](#)

Financial Institutions

Bank of America Military Bank
Lackland AFB Banking Center
 2180 Reese Street, Bldg. 1285
 Lackland AFB, TX 78236
 Phone 210-674-6266

[Email](#)

Golf Courses

Golf Course - Gateway Hills
 1800 Dimsted Place
 Bldg 2901

Lackland AFB, TX 78236
 Phone 210-671-3466
 Phone (DSN) 312-473-3466

[Website](#)

April 1 - October 31:

Monday - Sunday 6:30 a.m. - 8:00 p.m.

November 1 - March 31:

Monday - Sunday 6:30 a.m. - 6:00 p.m.

Gymnasiums/Fitness Centers

Warhawk Fitness Center
Biggs Avenue
 Bldg 2418

Lackland AFB, TX 78236
 Phone 210-671-2016 / 210-671-2751
 Phone (DSN) 312-473-2016/2751

[Website](#)

Monday - Friday 4:30 a.m. - 10:00 p.m.

Weekends 6:00 a.m. - 8:00 p.m.

Holidays 8:00 a.m. - 4:00 p.m.

Household Goods/Transportation Office (inbound)

Traffic Management Office
 1561 Stewart Street
 Bldg 5616, Room 112

Lackland AFB, TX 78236
 Phone 210-671-2821 / 210-671-2822 / 210-671-4146
 Phone (DSN) 312-473-2821

Fax 210-671-5658

Fax (DSN) 312-473-5658

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Financial Institutions

Federal Credit Union - Air Force
 2250 Kenly Avenue
 Bldg 1298
 Lackland AFB, TX 78236
 Phone 210-673-5610 / 800-835-5328

[Website](#)

Lobby:

Monday - Friday 9:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. - 5:00 p.m.

Sunday and holidays - closed

Drive-Through:

Monday - Friday 7:00 a.m. - 7:00 p.m.

Saturday 9:00 a.m. - 5:00 p.m.

Sunday and holidays - closed

Gymnasiums/Fitness Centers

Gateway Fitness Center
 1611 Ent Circle
 Bldg 10330

Lackland AFB, TX 78236
 Phone 210-671-1348
 Phone (DSN) 312-473-1348

[Website](#)

Monday - Friday 5:30 a.m. - 9:00 p.m.

Weekends and holidays - closed

Hospital/Medical Treatment Facility(s)

Military Treatment Facility - Wilford Hall Medical Facility
 2200 Berquist
 Bldg 4550 Ste 1

Lackland AFB, TX 78236
 Phone 210-292-7100
 Phone (DSN) 312-554-7100

[Website](#)

Monday - Sunday 24 Hours Daily

Household Goods/Transportation Office (outbound)

Traffic Management Office
 1561 Stewart Street
 Bldg 5616, Room 112

Lackland AFB, TX 78236
 Phone 210-671-2821 / 210-671-2822 / 210-671-4146
 Phone (DSN) 312-473-2821

Fax 210-671-5658

Fax (DSN) 312-473-5658

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Housing Office/Government Housing

Housing Flight
 2525 Fairchild
 Bldg 1526
 Lackland AFB, TX 78236
 Phone 210-671-7663
 Phone (DSN) 312-473-7663
 Fax 210-671-3472
 Fax (DSN) 312-473-3472

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 3:00 p.m.
 Weekends and Federal holidays - closed

Housing Referral Office/Housing Privatization

Housing Flight
 2525 Fairchild
 Bldg 1526
 Lackland AFB, TX 78236
 Phone 210-671-7663
 Phone (DSN) 312-473-7663
 Fax 210-671-3472
 Fax (DSN) 312-473-3472

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 3:00 p.m.
 Weekends and Federal holidays - closed

ID/CAC Card Processing

ID/CAC Card Processing
 1561 Stewart Avenue
 Bldg 5616
 Lackland AFB, TX 78236
 Phone 210-671-4177
 Phone (DSN) 312-473-4177

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Information and Referral Services

Airman and Family Readiness Center
 2160 Kenly Avenue
 Bldg. 1249
 37 MSS/DPF
 Lackland AFB, TX 78236-5113
 Phone 210-671-3722 / 800-621-3725
 Phone (DSN) 312-473-3722
 Fax 210-671-5206
 Fax (DSN) 312-473-5206

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Legal Services/JAG

Legal Office - 37 TRW
 1701 Kenly Avenue
 Bldg 2484, Room 155
 Lackland AFB, TX 78236
 Phone 210-671-3364
 Phone (DSN) 312-473-3364
 Fax 210-671-5192

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Library

Library - Main base
 1930 George Avenue
 Bldg 6114
 Lackland AFB, TX 78236
 Phone 210-671-2678 / 210-671-2673 / 210-671-3610
 Phone (DSN) 312-473-2678

[Website](#)

Monday - Thursday 9:30 a.m. - 8:30 p.m.
 Friday - 9:30 a.m. - 6:00 p.m.
 Weekends - Noon - 6:00 p.m.
 Federal holidays - closed

Loan Closet

Loan Closet
 2401 Kelly Drive
 Bldg 1508
 Lackland AFB, TX 78236
 Phone 210-671-1780 / 800-621-3725
 Phone (DSN) 312-473-1780

[Email](#)

Monday - Thursday 10:00 a.m. - 2:00 p.m.
 Friday, Saturday, Sunday, and all Federal holidays -
 Closed

MWR (Morale Welfare and Recreation)

MWR Programs - 37 Services Division
 1820 Orville Wright Plaza
 Bldg 5100
 Lackland AFB, TX 78236
 Phone 210-671-3396
 Phone (DSN) 312-473-3396

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
 Weekends and Federal holidays - closed

Military Clothing Sales*Military Clothing Sales*

1520 Kirtland Street

Bldg 6649

Lackland AFB, TX 78236

Phone 210-671-3401 / 210-674-0190

Phone (DSN) 312-473-3401

[Website](#)

Monday - Friday 9:00 a.m. - 7:00 p.m.

Saturday - 8:30 a.m. - 4:30 p.m.

New Parent Support Program*Family Advocacy*

2239 McChord Street

Bldg 1245

Lackland AFB, TX 78236

Phone 210-292-5967

Phone (DSN) 312-554-5967

Fax 210-671-2207

Fax (DSN) 312-473-2207

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Non-appropriated Funds (NAF) Human Resources*Non Appropriated Funds (NAF) /Human Resources*

250 Donald Goodrich St

Kelly Inn, Bldg 1650

Kelly USA, TX 78236

Phone 210-925-9331

Phone (DSN) 312-945-9331

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Personal Financial Management Services*Airman and Family Readiness Center*

2160 Kenly Avenue

Bldg. 1249

37 MSS/DPF

Lackland AFB, TX 78236-5113

Phone 210-671-3722 / 800-621-3725

Phone (DSN) 312-473-3722

Fax 210-671-5206

Fax (DSN) 312-473-5206

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Personnel Support Office*Military Personnel Customer Service*

1561 Stewart Avenue

Bldg 5616

Lackland AFB, TX 78236

Phone 210-671-4177

Phone (DSN) 312-473-4177

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Relocation Assistance Program*Relocation Assistance Center - Permanent Party*

2160 Kenly Avenue

Bldg 1249 Room 120

Lackland AFB, TX 78236-5113

Phone 210-671-3722 / 800-621-3725

Phone (DSN) 312-473-3722

Fax 210-671-5206

Fax (DSN) 312-473-5206

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Restaurants/Fast Food

Gateway Club
 1650 Kenly Avenue
 Bldg 2490
 San Antonio, TX 78236
 Phone 210-645-7034

[Website](#)**Lunch:**

Monday - Friday 11:00 a.m. - 1:30 p.m.

Maverick Lounge (Officers):

Sunday - Monday - closed

Thursday - Saturday 4:00 p.m. - 9:00 p.m.

Sunday - 12:00 p.m. - 5:00 p.m.

Lonestar Lounge (Enlisted):

Monday - closed

Tuesday - Thursday 4:00 p.m. - 11:00 p.m.

Friday - 12:00 p.m. - 2:00 a.m.

Saturday - 12:00 p.m. - 2:00 a.m.

Sunday - 12:00 p.m. - 5:00 p.m.

Retirement Services

Airman and Family Readiness Center
 2160 Kenly Avenue
 Bldg. 1249
 37 MSS/DPF
 Lackland AFB, TX 78236-5113
 Phone 210-671-3722 / 800-621-3725
 Phone (DSN) 312-473-3722
 Fax 210-671-5206
 Fax (DSN) 312-473-5206

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

School Liaison Office/Community Schools

School Liaison Officer
 2160 Kenly Avenue
 Bldg 1249
 Lackland AFB, TX 78236
 Phone 210-671-3722
 Phone (DSN) 312-473-3722

[Email](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Restaurants/Fast Food

AAFES Main Exchange
 2180 Reese Street
 Bldg 1385
 Lackland AFB, TX 78236
 Phone 210-674-6465

[Website](#)

Monday - Saturday 8:00 a.m. - 9:00 p.m.

Sunday - 9:00 a.m. - 7:00 p.m.

School Age Care

Youth Center/Teen Center
 2361 Selfridge
 Bldg 8420
 Lackland AFB, TX 78236
 Phone 210-671-2510 / 210-671-2388
 Phone (DSN) 312-473-2510
 Fax 210-671-5960
 Fax (DSN) 312-473-5960

[Website](#)**Youth Center:**

Monday - Friday 6:30 a.m. - 6:00 p.m.

Weekends and holidays - closed

Teen Center:

Monday - Thursday 3:15 p.m. - 9:00 p.m.

Friday - 3:15 p.m. - 11:00 p.m.

Sundays and holidays - closed

Spouse Education, Training and Careers

Airman and Family Readiness Center
 2160 Kenly Avenue
 Bldg. 1249
 37 MSS/DPF
 Lackland AFB, TX 78236-5113
 Phone 210-671-3722 / 800-621-3725
 Phone (DSN) 312-473-3722
 Fax 210-671-5206
 Fax (DSN) 312-473-5206

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Temporary Lodging/Billeting*Visiting Officer's Quarters (VOQ)*

2435 Larsen

Bldg 2435

Gateway Villa

Lackland AFB, TX 78236

Phone 210-671-3622/0047/2556 / 1-888-235-6343

Phone (DSN) 312-473-3622/0047/2556

Fax 210-671-1447/4822

Fax (DSN) 312-473-1447/4822

[Email](#)[Website](#)

Monday - Sunday 24 Hours Daily

Temporary Lodging/Billeting*Visiting Airmen's Quarters (VAQ)*

1750 Femoyer St.

Bldg 10203

Gateway Inn

Lackland AFB, TX 78236

Phone 210-671-2556/4227 / 671-3622/0047 / 1-888-235-6343

Phone (DSN) 312-473-2556/4227

Fax 210-671-1447/4822

Fax (DSN) 312-473-1447/4822

[Email](#)[Website](#)

Monday - Sunday 24 Hours Daily

Travel Office*Leisure Travel Office*

1560 Stewart

Bldg 5506

Lackland AFB, TX 78236

Phone 210-671-3133

Phone (DSN) 312-473-3133

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Veterinary Services*Small Animal Clinic/Veterinary Treatment Facility*

2460 Ladd Street

Bldg 3664

San Antonio, TX 78236

Phone 210-671-3354 / 210-671-3631

Phone (DSN) 312-473-3354

[Website](#)

Monday - Friday 7:30 a.m. - 4:00 p.m.

Weekends and Federal holidays - closed

Temporary Lodging/Billeting*Temporary Lodging Facilities (TLF)*

2435 Larsen St

Bldg 2435

Lackland AFB, TX 78236

Phone 210-671-3622/2556 / 210-671-4277 / 1-888-235-6343

Phone (DSN) 312-473-3622/0047/2556

Fax 210-671-1447/4822

Fax (DSN) 312-473-1446/4822

[Email](#)[Website](#)**Transition Assistance Program***Airman and Family Readiness Center*

2160 Kenly Avenue

Bldg. 1249

37 MSS/DPF

Lackland AFB, TX 78236-5113

Phone 210-671-3722 / 800-621-3725

Phone (DSN) 312-473-3722

Fax 210-671-5206

Fax (DSN) 312-473-5206

[Email](#)[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

VA Facilities*VA Facilities - Audie L. Murphy Memorial Hospital*

7400 Merton Minter

San Antonio, TX 78284

Phone 210-617-5300

[Website](#)**Victim Advocate Services***Family Advocacy*

2239 McChord Street

Bldg 1245

Lackland AFB, TX 78236

Phone 210-292-5967

Phone (DSN) 312-554-5967

Fax 210-671-2207

Fax (DSN) 312-473-2207

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Weekends and Federal holidays - closed

Welcome/Visitors Center

*Visitor's Reception Center - Airman's Gate
Bldg 9504*

Lackland AFB, TX 78236

Phone 210-671-6174

Phone (DSN) 312-473-6174

Monday - Sunday 24 Hours Daily

Women, Infants, and Children (WIC & WIC-O)

Women, Infants, and Children (WIC)

1831 Gentile Avenue

Bldg 6122

Lackland AFB, TX 78236

Phone 210-674-7739 / 210-704-4180

Monday - Thursday 8:00 a.m. - 4:00 p.m.

Welcome/Visitors Center

*Visitor's Reception Center - Gateway East
Bldg 2292*

Lackland AFB, TX 78236

Phone 210-671-6173

Phone (DSN) 312-473-6173

Monday - Sunday 24 Hours Daily

Youth Programs/Centers

Youth Center/Teen Center

2361 Selfridge

Bldg 8420

Lackland AFB, TX 78236

Phone 210-671-2510 / 210-671-2388

Phone (DSN) 312-473-2510

Fax 210-671-5960

Fax (DSN) 312-473-5960

[Website](#)

Youth Center:

Monday - Friday 6:30 a.m. - 6:00 p.m.

Weekends and holidays - closed

Teen Center:

Monday - Thursday 3:15 p.m. - 9:00 p.m.

Friday - 3:15 p.m. - 11:00 p.m.

Sundays and holidays - closed

Major Units

543 Support Squadron

Contact Information:
COM: 210-671-3441
DSN: 312-969-3441
FAX: 210-671-4227
DSN FAX: 312-969-4227

314 MI Bn/AMIS-SA-CDR (Army)

Contact Information:
COM:210-671-3100/3108
DSN: 312-473-3100/3108
FAX: 210-671-0600
DSN FAX: 312-473-0600

67 Network War Wing

Contact Information:
COM: 210-977-2655
DSN: 312-969-2655
COM FAX: 210-977-3671
DSN FAX: 312-969-3671

AF Information Operations Center

Contact Information:
COM: 210-977-2816
DSN: 312-969-2816
COM FAX: 210-977-5161
DSN FAX: 312-969-5161

US Army Military Police School (USAMPS)

Contact Information:
COM: 210-671-3984
DSN: 312-473-3984
COM FAX: 210-671-0357
DSN FAX: 312-473-0357

343 Training Squadron/Det 1 (Camp Bullis)

Contact Information:
COM:210-295-7770/8320/8323
DSN: 421-7770/8320/8323
FAX: 210-295-8319
DSN FAX: 312-421-8219

Naval Technical Training Center Detachment

Contact Information:
COM:210-671-4770
DSN: 312-473-4770
COM FAX: 210-671-3225
DSN FAX: 312-473-3225

Det 6 AMCAOS

Contact Information:
COM: 210-925-1898
DSN: 312-945-1898
COM FAX: 210-925-1880
DSN FAX: 312-945-1880

433 Air Base Wing

Contact Information:
COM:210-925-6658
DSN: 312-945-6658
FAX: 210-925-6659
DSN FAX: 312-945-6659

651 MUNS

Contact Information:
COM: 210-671-3374/4307
DSN: 312-473-4330/4307
COM FAX: 210-671-3591
DSN FAX: 312-473-3591

93 Intelligence Squadron

Contact Information:
COM: 210-671-1963
DSN: 312-473-1963
COM FAX: 210-671-5421
DSN FAX: 312-473-5421

Air Force News Service

Contact Information:
COM:210-925-6241
DSN: 312-945-6241
COM FAX: 210-925-6874
DSN FAX: 312-945-6874

Band of the West

Contact Information:
COM: 210-671-3934
DSN: 312-473-3934
COM FAX: 210-671-4186
DSN FAX: 312-473-4186

59 Medical Wing

Contact Information:
Commander
COM: 210-292-2874
DSN: 312-554-2874
FAX: 210-292-3527
DSN FAX: 312-554-3527

Marine Corps Detachment

Contact Information:
COM:210-671-2574
DSN: 312-473-2574
COM FAX: 210-671-1292
DSN FAX: 312-473-1292

37 Mission Support Group

Contact Information:
COM: 210-671-3738/2378
DSN: 312-473-3738/2378
COM FAX: 210-671-4958
DSN FAX: 312-473-4958

37 MDG

Contact Information
COM: 210-671-9425
DSN: 312-473-9425
COM FAX: 210-671-9434
DSN FAX: 312-473-9434

HQ Security Forces Center

Contact Information:
COM: 210-925-7016/7007/7008
DSN: 312-934-7016/7007/7008
COM FAX: 210-925-5415
DSN FAX: 312-945-7003

37 Training Support Squadron

Contact Information:
COM: 210-671-2892
DSN: 312-473-2892/2893
COM FAX: 210-671-3683
DSN FAX: 312-473-3683

342 Training Squadron

Contact Information:
COM: 210-671-2267
DSN: 312-473-2267
COM FAX: 210-671-5929
DSN FAX: 312-473-5929

344 Training Squadron

Contact Information:
COM: 210-671-1809/1810
DSN: 312-473-1809/1810
COM FAX: 210-671-5386
DSN FAX: 312-473-5386

AF ISR Agency/CSQ

Contact Information:
COM: 210-977-2200
DSN: 312-969-2200
COM FAX: 210-977-3945
DSN FAX: 312-969-3945

837 Training Support Squadron

Contact Information:
COM: 210-671-4390
DSN: 312-473-4390
COM FAX: 210-671-4571
DSN FAX: 312-473-4571

690 Network Support Squadron

Contact Information:
COM: 210-977-4477
DSN: 312-969-4477
COM:FAX: 210-977-4939
DSN FAX: 312-969-4939

690 ALIS

Contact Information:
COM: 210-977-2424
DSN: 312-969-2424
COM FAX: 210-925-7032
DSN FAX: 312-945-7032

Defense Language Institute English Learning Center

Contact Information:
COM: 210-671-2931/2932
DSN: 312-473-2931/2932
COM FAX: 210-671-2890
DSN FAX: 312-473-2890

341 Training Squadron

Contact Information:
COM: 210-671-2156
DSN: 312-473-2156/3899
COM FAX: 210-671-4242
DSN FAX: 312-473-4242

343 Training Squadron

Contact Information:
COM: 210-671-2801/2802/2891
DSN: 312-473-2801/2802/2891
COM FAX: 210-671-1879
DSN FAX: 312-473-1879

345 Training Squadron

Contact Information:
COM: 210-671-9888
DSN: 312-473-3423/3424
COM FAX: 210-671-5355
DSN FAX: 312-473-5355

318 Training Squadron

Contact Information:- Kelly USA
COM: 210-925-6764
DSN: 312-945-6764
COM FAX: 210-925-5013
DSN FAX: 312-945-5013
Contact Information - Lackland
COM: 210-671-4632
DSN: 312-473-4632
COM FAX: 210-671-4620
DSN FAX: 312-473-4620

HQ Cryptologic Systems Group

Contact Information:
COM: 210-977-2468
DSN: 312-969-2468
COM FAX: 210-977-2469
DSN FAX: 312-969-2469

Naval Security Group Activity

Contact Information:
COM: 210-977-3710/3747
DSN: 312-969-3710/3747
COM FAX: 210-977-0682
DSN FAX: 312-969-0682

33 Information Operation Squadron

Contact Information:

COM: 210-977-3626

DSN: 312-969-3626

COM FAX: 210-977-5224

DSN FAX: 312-969-5224

37 Comptroller Squadron

Contact Information:

COM: 210-671-2831

DSN: 312-473-2831

COM FAX: 210-671-4783

DSN FAX: 312-473-4783

690 Network Support Group

Contact Information:

COM: 210-977-6900 EXT. 2200

DSN: 312-969-6900

COM FAX: 210-977-4151

DSN FAX: 312-969-4151

37 Training Wing

Contact Information:

COM: 210-671-3337

DSN: 312-473-3337

COM FAX: 210-671-2733

DSN FAX: 312-473-2733

For command support functions, please refer to Major Contact Listing information for the 37 Mission Support Group.

737 Training Group

Contact Information:

COM: 210-671-4221

DSN: 312-473-3577

COM FAX: 210-671-4223

DSN FAX: 312-473-4223

737 Training Support Squadron

Contact Information:

COM: 210-671-3577

DSN: 312-473-3895

COM FAX: 210-671-3898

DSN FAX: 312-473-3898

319 Training Squadron

Contact Information:

COM: 210-671-4195

DSN: 312-473-4195

COM FAX: 210-671-3829

DSN FAX: 312-473-3829

37 Training Group

Contact Information:

COM: 210-671-4131

DSN: 312-473-4131

COM FAX: 210-671-3793

DSN FAX: 312-473-3793

341 RCS

Contact Information:

COM: 210-671-2511

DSN: 312-473-2511

COM FAX: 210-671-4793

DSN FAX: 312-473-4793