



# U.S. Army Garrison-Miami — at a glance

**Mission:** Provide quality installation support services, infrastructure and force protection to U.S. Southern Command, Special Operations Command South, supporting tenant units, their Service Members, Families and Civilians; to support the Combatant Command's mission readiness.

**Vision:** A well-trained and flexible workforce with resources and facilities to provide quality services.

**Motto:** "Serve and Support!"



- ❖ Miami was selected as the home for SOUTHCOM because of the City's linkages to the 41 countries and territories that make up the Command's area of responsibility
- ❖ Built in a partnership with Florida, Miami-Dade County and the City of Doral, the HQ is on leased State land through Dec. 31, 2055
- ❖ Headquarters ribbon cutting on Dec. 17, 2010; Cost: \$402 million
- ❖ Workspace: 654,000 square-feet

- ❖ Category 5 hurricane rated facility
- ❖ State-of-the-art communication and collaboration tools
- ❖ 45,000 sq.ft. Conference Center hosts activities with partner nations and U.S. Gov. agencies
- ❖ In Feb 2018, USAG-Miami began support services to Special Operations Command - South, and managing 238,000 sq. ft. of facilities on 89 acres in Homestead FL



- 1 USAG-Miami Customer Services
- 2 Garrison Fitness Center/Outdoor Fitness
- 3 Mail and Distribution Center
- 4 Child Development Center
- 5 USANEC Warehouse
- 6 U.S. Southern Command Headquarters
- 7 Conference Center of the Americas
- 8 Marine Corps Forces South
- 9 Army Health Clinic
- 10 Army and Air Force Exchange Shopette
- 11 Logistics Readiness Center-Miami
- 12 410th CSB - Regional Contracting Office

- 13 HQ, SOCSOUTH
- 14 HQ, SOCSOUTH Motor Pool
- 15 Building 736 — SOCSOUTH
- 16 Building 741 — SOCSOUTH
- 17 Green — Protected Species Habitat
- 18 Bldg 560 — SOCSOUTH
- 19 Bldg 153 — SOCSOUTH
- 20 482d Fighter Wing/HARB Hq
- 21 SOCSOUTH
- 22 Falcon's Nest

- 23 Naval Operations Support Center
- 24 USCG District 7 Hq
- 25 Army Recruiting Bn / MEPS
- 26 Coast Guard Miami Beach
- 27 Coast Guard AS Opa-locka
- 28 Army Reserve Center
- 29 JIATF-S
- 30 NAS Key West

## INSTALLATION FACTS

**Total Acreage:** 144 (55 in Miami + 89 HARB)  
**Total Building Space:** (Sq. Ft.): 676k in Miami & 237k in Homestead (incl. leased sp.)  
**Total Leased Space:** (Sq. Ft.): 20k in Miami & 103k in Homestead  
**Family Quarters Units:** N/A  
**Family Quarters Leased:** Off-Post: 8 units (K&E Sr. Leaders) + 30 (FH)  
**Unaccompanied Jr. Enlisted Leased**  
 Off-Post: Authorized max of 50  
**Total Base Population:** 2139  
**Economic Impact:** Leases, payroll, contracts, supplies and utilities total — \$179.2 million  
 Partnerships with the City of Doral Parks and Recreation and Miami-Dade County for services such as use of local Parks and Aquatics Centers, free participation in Sports Leagues, free Race registrations, etc.

*Sources: Army HQIS Real Property Inventory and USACE Official Lease Instruments, and Army Stationing and Installation Plan.*

## CHAIN OF COMMAND

Admiral Craig S. Faller, USN, Commander, U.S. Southern Command, is the USSOUTHCOM Commander.

Brigadier General Timothy D. Brown, USA, U.S. Southern Command J2, is the Senior Commander providing guidance, directives and oversight relative to the U.S. Army Garrison-Miami mission.

Brenda Lee McCullough, Director, IMCOM Readiness, responsible for the management of 24 Army Garrisons.

Greta M. Buccellato, Garrison Manager and senior civilian for USAG-Miami, responsible for governance of the garrison operations.



# By the numbers: Delivering Quality Customer Service

| U.S. Army Garrison-Miami and U.S. Southern Command Phone Numbers and Useful Websites |   |  |   |
|--|---|--|---|
| USAG-Miami Website   | <a href="https://www.southcom.mil/USAG-Miami/">https://www.southcom.mil/USAG-Miami/</a>   | INTERACTIVE CUSTOMER EVALUATION (ICE)      | <a href="http://ice.disa.mil/index.cfm?fa=site&amp;site_id=628">http://ice.disa.mil/index.cfm?fa=site&amp;site_id=628</a>   |
| SOUTHCOM Website   | <a href="https://www.southcom.mil/">https://www.southcom.mil/</a>   | Visual Information Services - DA Photos    | <a href="http://www.vios.army.mil">http://www.vios.army.mil</a>   |
| SOC SOUTH Website  | <a href="https://www.socom.mil/Pages/socsouth.aspx">https://www.socom.mil/Pages/socsouth.aspx</a>   | Family and Morale, Welfare & Recreation    | <a href="https://miami.armymwr.com/">https://miami.armymwr.com/</a>   |
| My Florida (State Website)   | <a href="http://www.myflorida.com/">http://www.myflorida.com/</a>   | Miami-Dade County Website                  | <a href="https://www.miamidade.gov/home/">https://www.miamidade.gov/home/</a>   |
| MARFORSOUTH Website  | <a href="http://www.marforsouth.marines.mil/">http://www.marforsouth.marines.mil/</a>   | US Coast Guard District 7                  | <a href="http://www.atlanticarea.uscg.mil/Our-Organization/District-7/">http://www.atlanticarea.uscg.mil/Our-Organization/District-7/</a>   |
| Army Health Clinic SOUTHCOM  | <a href="https://www.southcom.mil/Military-and-Family-Services/Army-Health-Clinic-SOUTHCOM/">https://www.southcom.mil/Military-and-Family-Services/Army-Health-Clinic-SOUTHCOM/</a> | SOUTHCOM Intranet                          | <a href="https://intranet.ent.southcom.mil/">https://intranet.ent.southcom.mil/</a>   |
| My Florida (State Website)   | <a href="http://www.myflorida.com/">http://www.myflorida.com/</a>   | Homestead Air Reserve Base                 | <a href="http://www.homestead.afrc.af.mil/">http://www.homestead.afrc.af.mil/</a>   |
| Miami-Dade County Website  | <a href="https://www.miamidade.gov/home/">https://www.miamidade.gov/home/</a>   | Family and Morale, Welfare & Recreation FB | <a href="https://www.facebook.com/miamifmwr/">https://www.facebook.com/miamifmwr/</a>   |
| Broward County   | <a href="http://www.broward.org/Pages/Welcome.aspx">http://www.broward.org/Pages/Welcome.aspx</a>   | Conference Center of the Americas (CCA)    | <a href="https://www.southcom.mil/Military-and-Family-Services/Conference-Center-of-the-Americas/">https://www.southcom.mil/Military-and-Family-Services/Conference-Center-of-the-Americas/</a> |
| Monroe County  | <a href="http://www.monroecounty-fl.gov/">http://www.monroecounty-fl.gov/</a>   | Housing Services                           | <a href="https://www.housing.army.mil/#pg=post&amp;sp=welcome">https://www.housing.army.mil/#pg=post&amp;sp=welcome</a>   |
| Palm Beach County  | <a href="http://discover.pbcgov.org/Pages/default.aspx">http://discover.pbcgov.org/Pages/default.aspx</a>   | Army One Source                            | <a href="https://www.myarmyonesource.com/default.aspx">https://www.myarmyonesource.com/default.aspx</a>   |
| City of Miami  | <a href="http://www.miamigov.com/home/">http://www.miamigov.com/home/</a>   | National Hurricane Center                  | <a href="http://www.nhc.noaa.gov/">http://www.nhc.noaa.gov/</a>   |
| City of Doral  | <a href="https://www.cityofdoral.com/">https://www.cityofdoral.com/</a>   | City of Homestead                          | <a href="https://www.cityofhomestead.com/">https://www.cityofhomestead.com/</a>   |

| Defense Switched Network (312) 567-####, Commercial (305) 437-#### |            |   |                 |  |                 |                               |                 |
|--|------------|---|-----------------|--|-----------------|-------------------------------|-----------------|
| Child Development Center Director                                  | x1264      | Financial Management                              | x1144           | Transportation Officer                 | x1727           | SOUTHCOM Chaplain's Office    | x1024           |
| CDC Registration   | x2633      | Commercial Sponsorship/Marketing Coord.           | x3149           | Travel Assistant                       | x1966           | SOUTHCOM Protocol             | x2368           |
| Chief, DA Security Force   | x2125      | Family Advocacy                                   | x2734           | Van Pool Manager                       | x2900           | School Liaison Officer        | x2633           |
| Civilian Personnel Liaison   | x0636      | Financial Readiness                               | x2645           | Mail Room                              | x0404/2191      | Suicide Prevention Training   | x3076           |
| Clinic (SOUTHCOM)  | x1148/1970 | Fitness Center Main Desk                          | x0123/0124      | Marriage Retreat Planning              | x2734           | Support Agreement Manager     | x2460           |
| Cleaning/Custodial Issues  | x1740      | Manager   | x1682           | Medical Appointments                   | x1178/1148      | Survivor Outreach Services    | x2178           |
| Community Recreation Director                                      | x2726      | Functional Fitness Coordinator                    | x1152           | Military One Source                    | 1-800-342-9467  | Suspicious Activity           | x2347           |
| Community Relations (COMREL)(SC PAO)                               | x3867      | Food Court  | (305) 471-5112  | Military Crisis Line                   | 800-273-TALK, 1 | Telephone Support             | x1919           |
| Computer Help Desk   | x1234      | Garrison Attorney                                 | x1952/1734      | Military Personnel, Navy & Coast Guard | x1898/1103      | Test Control Officer          | x1959           |
| Conference Center of the Americas                                  | x0604      | Garrison Deputy Manager                           | x2631           | Military Personnel, Marines            | x1997           | Transportation Officer        | x1727           |
| Contract Specialist  | x2662      | Garrison Executive Officer                        | x3560           | Military Personnel, Air Force          | x1992/2176      | Transition Assistance Program | x1717           |
| Contracting Director   | x3575      | Garrison Manager                                  | x1700           | Military Personnel, Army               | x1717           | TriCare Information           | 1-800-445-5445  |
| Customer Service Representative                                    | x2643      | GFOQ Housing                                      | x2670           | Operations (Garrison)                  | x2222           | Network Enterprise Center Cdr | x1900           |
| Child, Youth and School Services Coordinator                       | x2225      | GVS Technical Issues                              | x2996           | Paralegal                              | x1734           | USANEC Deputy Commander       | x1901           |
| CYS Parent Central   | x2633      | Headquarters Building East (Parking) Guard Post   | x1477           | Parent Central                         | x2633           | USANEC Operations             | x1913           |
| DA Photographer  | x3917      | Headquarters Building West (Courtyard) Guard Post | x1478           | Passport Agents                        | x2750/2751      | VA Hospital Main Operator     | 305-575-7000    |
| DEERS Enrollment   | x0900/2718 | Headquarters Commandant                           | x3285           | Pharmacy                               | x1749/1755      | VA Suicide Prevention         | 305-575-7000, 7 |
| Desk Sergeant  | x2347      | Headquarters First Sergeant                       | x3818           | Photographer (Official/DA/Command)     | x3917           | Visas and Official Passports  | x2750/2751      |
| Dispensary   | x1749/1755 | Headquarters Operations NCO                       | x1576           | Physical Security                      | x2125           | VI Photo Lab                  | x3917           |
| Drug Testing   | x1744      | Health Care Advisor                               | x1308/1394/2152 | Plans, Analysis and Integration        | x1960           | VI Graphics                   | x1731           |
| EAP/Suicide Prevention   | x2932      | Household Goods                                   | x1967           | Public Affairs Office (SOUTHCOM)       | x1213           | Visitor Control Center        | x3484/3483      |
| Education Counselor  | x3292/1959 | Housing Manager                                   | x2636           | Public Works Director                  | x1363           | VTC Support                   | x1871           |
| Education Customer Services  | x2287      | Housing Specialist                                | x2664           | Management Specialist                  | x1742           | Webmaster (SOUTHCOM)          | x1207           |
| Equal Opportunity (EO) Office                                      | x0261      | Human Resources Director                          | x2732           | General Engineer                       | x2230           |                               |                 |
| Equal Employment Opportunity (EEO) Advisor                         | x1826      | ICE Comment POC                                   | x1960           | Mechanical Engineer                    | x3518           |                               |                 |
| Emergency Financial Assistance                                     | x2645      | ID Cards/DEERS                                    | x2718           | Electrical Engineer                    | x3521           |                               |                 |
| Emergency Manager  | x2570      | Inspector General                                 | x3204           | Engineering Technician                 | x1739           |                               |                 |
| Emergency Services Director  | x2175      | Internal Review                                   | x2682           | Work Order Help Desk                   | x1740           |                               |                 |
| DES Admin Assistant  | x2194      | Kitchen Patrol (KP) 305                           | (305) 471-5112  | Chief, Business Operations             | x2520           |                               |                 |
| Security Supervisor  | x2125      | Legal Assistance                                  | x1952           | SOC SOUTH DPW Team                     | (786) 415-2069  |                               |                 |
| Gate #1 (Employee/East Gate - near 87th Ave.)                      | x3607      | Logistics Readiness Center Director               | x2634           | Environmental Compliance Specialist    | x3494           |                               |                 |
| Gate #2 (Visitors/West Gate - near 97th Ave.)                      | x1297      | Chief, Supply & Services                          | x2700           | Records Management                     | x1940           |                               |                 |
| HQ Building DV Entrance Guard Post                                 | x1465      | Central Receiving & Distribution Pt. (CRDP)       | x2713           | Resource Manager                       | x2683           |                               |                 |
| HQ Building East (Parking) Guard Post                              | x1477      | Fleet Manager                                     | x2991           | Retirement Services Counselor          | x1717           |                               |                 |
| HQ Building West (Courtyard) Guard Post                            | x1478      | Household Goods                                   | x1967           | Safety Officer                         | x1143           |                               |                 |
| Employee Assistance Coordinator                                    | x2932      | Operations  | x2658           | Security (Access Badges)               | x2033           |                               |                 |
| Engineer Tech  | x1740      | Chief, Plans and Operations Division              | x2699           | Security Officer (Garrison)            | x1183           |                               |                 |
| Family & MWR Director  | x2720      | Property Book Officer                             | x2703           | SHARP (SAPR)                           | x1137           |                               |                 |
| Administrative Mgmt. Spec  | x3149      | Supply Manager                                    | x2824           | SHARP Victim Advocate                  | x2653           |                               |                 |



**Permanent Housing Enabling Readiness and Quality of Life**

**Current Assessment:**

- Junior/Mid-grade servicemembers are priced out of Doral and forced >= 20 miles
- Doral Rent 15% more than broader two-county area that sets BAH rates
- All reasonable commutes include toll roads, \$500-\$1500 per year
- Servicemembers pay 3 months rent up front in local market
- Operational risks from inability to house key and essential personnel close to HQ
- HMA validated need for 172 Family Housing Units and 127 Unaccompanied Housing Spaces

**Concept:** Program to meet FY18 Housing Market Analysis requirement; Develop COAs to provide military housing on FAA site in Doral and/or other available land through Public-Public or Public-Private partnership that does not require significant Army investment or land acquisition.



**Milestones:**

- Major Land Acquisition Waiver Approved FY19 ASA(IE&E) Directed Actions for IMCOM
- No Army Land/Housing Acquisition
- Privatized on One or More non-FAA sites
- Economic Analysis IAW DOD Standard
- Appropriate NEPA Environmental Assessments

## We provide 39 of the 56 BASOPS Services : Interactive Customer Service (ICE) Rating of 94% (FY20)

- Human Resources
- Military Personnel Services
- Identification Cards
- Retiree Services
- Passports and Visas
- Transition Assistance Program
- Substance Abuse / EAP
- Continuing Education Services
- Administrative Management
- Family and Morale, Welfare & Recreation
- Child and Youth Services
- Child Development Center
- School Liaison
- After School Care

- Fitness Center - Indoor/Outdoor
- Army Community Service
- Relocation Readiness
- Survivor Outreach Services
- Sexual Assault Prevention
- Financial Readiness
- Exceptional Family Member Program
- Family Advocacy
- Physical Security
- Installation Access Control / Visitor Control Center
- Public Works
- Infrastructure, Utilities, Municipal, Environment
- Leased Unaccompanied & Family Housing

- Housing Services Office (Off-post referral)
- Installation Management
- Legal Services
- Equal Employment Opportunity
- Installation Safety & Occupational Health
- Internal Review
- Management Analysis
- Resource Management
- Operations
- Anti-Terrorism Services
- Installation Physical Security Prog. Mgmt. Spt.
- Emergency Management
- Official Photos and Photographic Support

**Take-Aways from USAG-Miami:**

**Housing:** We are working hard to provide a stable housing situation that meets the needs of the Senior Commander and tenant units in a dynamic area where high upfront costs, speculation by external investors, climate change and other factors all affect housing and transportation costs.

**Locality Pay/BAH/COLA:** The diverse cultures, neighborhoods and availability of Miami housing is both a resource – and a challenge.

**Commute Distance:** High costs in Doral equal long commute times for much of our workforce.

**Domestic Leasing:** Is an extremely inefficient, ineffective and manpower intensive method of providing military housing – particularly for a DoD Special Command Position with representational and High Risk Personnel (HRP) security requirements.