



Temporary Visitor Restriction: FAQs

In order to support the on-going local, state, and federal efforts to combat COVID-19, U.S. Army Garrison Hawaii (USAG-HI) implemented temporary restrictions on visitor access to all USAG-HI installations on April 01, 2020. The intent of this temporary policy is to promote social distancing and protect Service members, families, civilians, and the community. Below are some of the most commonly asked questions we have received regarding this policy:

Question 1: I have a relative or friend living with me at my on-post residence. They were only planning on staying for a short-term visit, but now they plan on staying with me until they feel comfortable traveling again. How do I get them a visitor pass so they can go on and off post for essential activities?

Answer: The intent of this policy is not to force existing visitors out. In fact, we appreciate that you and your family are heeding the advice to shelter-in-place. To obtain a pass for your guest, you should escort them to the Visitor Control Center (Bldg. 6508, Leilehua Golf Course) and request a Controlled Access Pass (CAP). Ensure your guest brings a federal or state-issued ID, as well as some sort of documentation to show that they arrived before March 31, 2020 (a copy of their airline tickets is sufficient). More details on the Controlled Access Pass (as well as the downloadable application) can be found on the website listed at the bottom.

Question 2: Can I still drive people on post?

Answer: No, all escort privileges have been suspended. Everyone in the vehicle needs to have a DoD-issued ID or visitor pass (temporary pass or Controlled Access Pass).

Question 3: My relative or friend already has a long-term visitor pass (Controlled Access Pass). Will they still be able to access the installation?

Answer: Yes, all unexpired controlled access passes are still valid for essential movement and travel on and off post.

Question 4: My dependent currently has a DoD-issued ID card that recently expired. Will they be able to get onto the installation?

Answer: DES is exercising leniency when it comes to recently expired DoD-issued IDs given the current situation (expired within the past 30-60 days). Your dependent should present their expired DoD-issued ID at the gate, along with a second form of ID (such as a drivers license) and a RAPIDS appointment slip showing that an appointment has been made to renew the ID.

Question 5: What do I do if I need access to the installation to provide an essential service listed in the temporary policy exemptions (such as childcare, education provider, food delivery, etc.)?

Answer: To obtain a temporary visitor pass to provide an essential service, you should go to one of our Vehicle Processing Centers (VPC) at Fort Shafter's Buckner Gate (access to Fort Shafter or Fort Shafter Flats), Schofield Barracks' Lyman Gate (access to Schofield Barracks or Wheeler Army Airfield), and Tripler Army Medical Center's Main Gate. These gates provide a daily visitor pass that expires at midnight on the date of issue. In order to obtain a visitor pass, you will need to present a valid federal or state-issued ID and documentation that you are providing an essential service (such as a signed letter, business ID, etc.).

Question 6: When will this temporary policy expire?

Answer: Currently, there is no set expiration date for this temporary policy. Our understanding of COVID-19 is rapidly evolving, and the temporary policy will be continuously reevaluated as conditions warrant. Unfortunately this means that we will be unable to provide any clear answer on when this policy will be revoked. We understand that this is frustrating, but we ask for your continued patience and cooperation.

For questions, email: usaghi.visitoraccess@gmail.com or contact us on Facebook (@DESHawaii)
Visitor Control Center Information: <https://home.army.mil/hawaii/index.php/about/visitor-information>