



AMC PATRIOT EXPRESS (PE) Travel Gram - Spring 2021

AMC Patriot Express Missions: Policy & Guidance Advice to Passengers

The Air Mobility Command (AMC) **Patriot Express (PE)** commonly referred to as “The Rotator” is a commercially chartered mission flown by various commercial carriers. Installation Travel/Travel Management Offices (ITO/TMO) accomplish passenger reservations.

PE Travel Status Types:

Official Travel - Service Members, families, and traveling in a **Permanent Change of Station (PCS)**, **Temporary Duty (TDY)** or **Deployment (AC Coded)** status.

Space-Available - Passenger terminals offer unused seats to eligible **Space-Available** passengers.



Controllable Delays - mission delays within the control of the contract air carrier, e.g., maintenance or crew issues. In the event this type of delay occurs, the contract air carrier is required to provide all manifested passengers with hot meals (if the delay extends over a meal period), billeting, and transportation between the terminal, billeting and feeding locations. If the mission arrives to the manifested destination two or more hours after scheduled arrival time, the contract air carrier will reimburse Official Travel passengers who miss commercial connection flights. The air carrier will make an announcement informing passengers of the process and documentation necessary to obtain reimbursement. Restrictions apply to Space-Available passengers.

Uncontrollable Delays - mission delays that are not within the control of the carrier, e.g., inclement weather or an Air Traffic Control delay. The air carrier is not responsible for passenger care. The government will provide direction regarding lodging and transportation for manifested passengers.

PASSENGER CARE DURING DELAYS

In order to provide passenger care, the contractor is responsible to coordinate all aspects of a delay. Airline representatives will brief all passengers on delay care information such as provisions for billeting, meals, transportation and provide 24-hour contact information with specific times to either meet transportation to return to the terminal or time to be present at the terminal for reprocessing check-in.

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Required Travel Documentation

Passengers traveling in conjunction with a PCS or official travel must have in their possession a travel order or similar authorization issued by an appropriate authority with proper **CIC or Billing Information** annotated and official identification card. In addition, passengers may be required to carry passports, visas, and immunization records etc. when applicable. **Passengers must obtain required documentation to travel.**

Additional info available on the **Foreign Clearance Guide website (CAC Required):**

www.fcg.pentagon.mil/



Service Animals and Emotional Support Animals (ESA)

Service Animals and ESAs may accompany passengers with disabilities in the cabin of the aircraft. Service Animals require written documentation issued by an agency verifying the service animal training. ESAs require documentation from a licensed mental health professional (e.g., a psychiatrist, psychologist, or licensed clinical social worker). See the Pet Travel Brochure (link at the bottom of this page) for specific documentation requirements. To verify service or ESA animal transportability, please contact the local Transportation Office or AMC Passenger Terminal.

Service Animals and ESAs are subject to country quarantine procedures. For details please check:

<https://travel.state.gov/content/travel/en/international-travel.html>

NOTE: Department of Transportation Ruling—*Traveling with Service Animals* (Eff Date: 11 January 2021), is under review by the Department of Defense to determine applicability/policy guidance for ESA travel aboard AMC flights.

Patriot Express Pet Travel

Families in PCS status are authorized to transport their pets (**cats and dogs only**) on the Patriot Express and are limited to two pets per family. Pet reservations are made through local Transportation Offices. Passengers are responsible for obtaining and meeting all shipment requirements such as quarantine and fees associated with the shipment of their pet. **Recommend booking pets as early as possible, as space is limited.**

Additional information can be found in the *Pet Travel Brochure* on our AMC Pet Travel Site:

www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/

