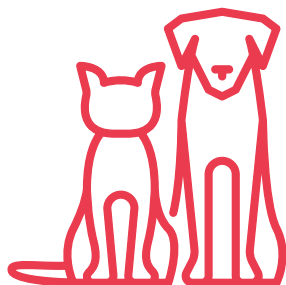


# GUAM PATRIOT EXPRESS

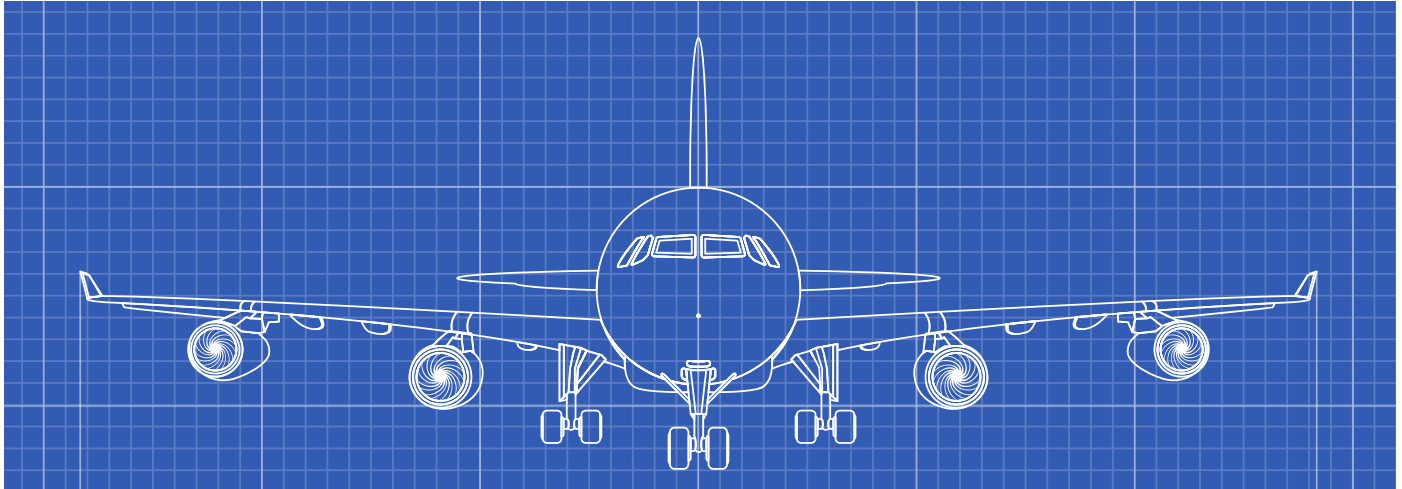
## USER'S GUIDE





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## 1. PURPOSE

This user's guide establishes policy and procedures to support PATRIOT EXPRESS missions servicing the island of Guam.

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## 2. REFERENCES

Required publications and related forms are listed in appendixes A - E.

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## 3. EXPLANATION OF ABBREVIATIONS AND TERMS

Abbreviations and terms used in this regulation are explained in the glossary.

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## 4. OVERVIEW OF PATRIOT EXPRESS SERVICE TO GUAM

- a.* PATRIOT EXPRESS is a United States Transportation Command (USTRANSCOM) and Air Mobility Command (AMC) commercial air contracted service.
- b.* PATRIOT EXPRESS flights arrive/depart every two weeks from Seattle-Tacoma, Washington. Specific flight schedule is detailed in appendix B.
- c.* PATRIOT EXPRESS must be used for OCONUS (Guam to Seattle) PCS travel unless there is a documented negative critical mission impact. Specific information on OCONUS travel and Exceptions to Policy for use of the PATRIOT EXPRESS is detailed in appendix C.
- d.* PATRIOT EXPRESS general processing procedures for Official Travelers utilizing Andersen AFB AMC Passenger Terminals are detailed in appendix E. For specific questions travelers are asked to contact an AMC passenger service agent.
- e.* PATRIOT EXPRESS offers Space Available travel to service members, dependents, and retirees. Space Available travel is detailed in appendix F.
- f.* PATRIOT EXPRESS service currently supports customers PCS traveling with pets is detailed in appendix E.
- g.* PATRIOT EXPRESS service includes meals and snacks. Alcoholic beverage is serve at the discretion of the carrier.
- h.* PATRIOT EXPRESS service is predictable, but delays do occasionally happen. Procedures for customer notification for minor delays or efforts to address major disruption to PATRIOT EXPRESS service is detailed in appendix H.



## 5. RESPONSIBILITIES

The Joint Region Marianas Chief of Staff (J04) will:

- a. Chair the PATRIOT EXPRESS Joint Working Group. The joint working group will meet on an as-required basis. The joint working group will serve as a forum for consolidating, discussing and reaching resolution on issues regarding the PATRIOT EXPRESS.
  - I. The joint working group will be composed of representatives from the following elements: 734 AMS, JRM J1, JRM PAO, JRM J3, Personnel Support Detachment (PSD), and leaders from each service component.
  - II. The joint working group will address the following on-going issues:
    - Trend analysis regarding usage of the PATRIOT EXPRESS by Guam personnel.
    - Cost versus benefit analysis for the PATRIOT EXPRESS.
    - Institution of additional transportation services for PATRIOT EXPRESS travelers.
- b. Validate theater requirements for PATRIOT EXPRESS and inform the commander regarding same.
- c. Liaise with external agencies regarding theater requirements. These agencies include (but are not limited to) the following commands: USTRANSCOM, Air Mobility Command, and USPACOM.
- d. The 734th AMS will oversee maintenance and update to the PATRIOT EXPRESS on the Andersen Passenger Terminal Facebook page.
- e. PAO will respond promptly to requests to post critical information regarding PATRIOT EXPRESS missions, to include delays in arrival and other pertinent traveler information, to the website.
- f. 734th AMS will coordinate with Customs and Immigration to coordinate actions involving passenger processing for PATRIOT EXPRESS.
- g. The Joint Working Group Chairperson will communicate any PATRIOT EXPRESS concerns to the TRANSCOM LNO. The TRANSCOM LNO will serve as a functional expert in addressing issues regarding the PATRIOT EXPRESS and serve as an official channel to bring issues and concerns to the attention of TRANSCOM leadership.

**NOTE:**

*The TRANSCOM LNO is located in the office of USINDOPACOM/PCJ4 @ DSN 315-477-9665.*



# Appendix A

## PATRIOT EXPRESS ONLINE SUPPORT WEB SITES

### AMC Travel Information Website:

<https://www.amc.af.mil/Home/AMC-Travel-Site/>



### Andersen Passenger Terminal

#### Facebook site:

<https://www.facebook.com/AndersenPassengerTerminal/>



### Andersen Terminal Website:

<https://www.andersen.af.mil/Units/Wing-Tenant-Units/AMC-Passenger-Terminal/Patriot-Express/>



### Baggage Allowance Website:

<https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Baggage-Allowances/>



### Patriot Express Flyer:

<https://www.amc.af.mil/Portals/12/AMC%20Tvl%20Pg/AMC%20Tvl%20Pg%20Docs/PE%20Brochure%20May%202019.pdf?ver=2019-10-10-103040-080>



### Pet Brochure:

<https://www.amc.af.mil/Portals/12/AMC%20Tvl%20Pg/AMC%20Tvl%20Pg%20Docs/AMC%20Pet%20Brochure%202019%20v3.pdf?ver=2019-10-18-124628-290>



# Appendix B

## PATRIOT EXPRESS ROUTING AND SCHEDULE FOR GUAM

- a. PATRIOT EXPRESS service to and from Guam is currently provided contracted 767 aircraft.
- b. The PATRIOT EXPRESS schedule listed below is general in nature and could change at any time due to mission requirements. Schedule changes can result from a mission delay; maintenance; or request from the bases serviced by the PATRIOT EXPRESS. For the most current schedule, contact the AMC Passenger Terminal at Andersen Air Force Base.
- c. Inbound service to Guam:
  - I. Departs Seattle-Tacoma International Airport.
  - II. Technical stop at Honolulu, HI (no arrivals/departures of aircraft).
  - III. Departs Honolulu, HI.
  - IV. Arrives Andersen Air Force Base.
- d. Outbound service from Guam:
  - I. Departs Andersen Air Force Base.
  - II. Technical stop at Honolulu, HI (no arrivals/departures of aircraft).
  - III. Departs Honolulu, HI.
  - IV. Arrives Seattle-Tacoma International Airport.



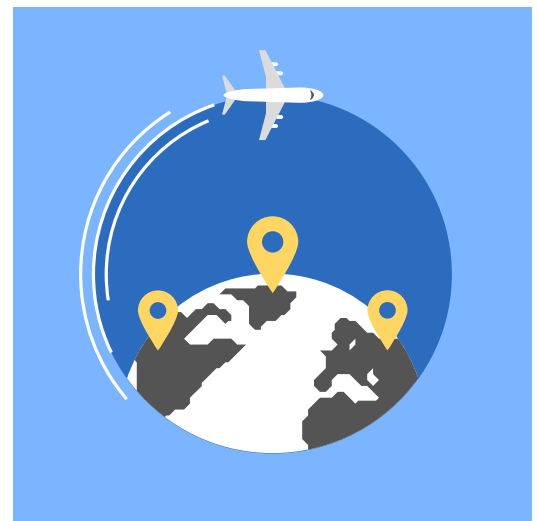
# Appendix C

## 1. OFFICIAL TRAVEL ABOARD PATRIOT EXPRESS (PE)

- a. In accordance with DoDI 4500.57, Transportation and Traffic Management, Enclosure 3, Air Transportation, USTRANSCOM contracted airlift (PE) will be used for OCONUS travel unless there is a documented negative critical mission impact. This appendix describes the process used by each respective installation ticketing office (i.e., Traffic Management Office – TMO; Navy Passenger Transportation Office – NAVPTO; or Passenger Transportation Office - PTO) when booking official travelers on the PATRIOT EXPRESS; when booking travelers on commercial carriers; and when/how Exceptions to Policy are submitted. See contact information for each installation’s ticket offices on at the end of this appendix C.
- b. Joint Travel Regulation, par. 2400, mandates all Uniformed Service members and DoD civilian travelers use a CTO for all official transportation requirements. *CTO meaning local NAVPTO, PTO, or TMO.*
- c. IAW DoD 4500.9R, Defense Transportation Regulation (DTR), Part I, Passenger Travel, Chapter 103 the CTO must consider PATRIOT EXPRESS, when available, as the first option for official travel from overseas locations. PATRIOT EXPRESS flights must be used for all official travel when it satisfies mission requirements. Passengers traveling to/from Guam will be routed as described in DTR Part I, appendix O. If using a PATRIOT EXPRESS flight would cause a negative impact to the mission, then travel via a U.S. commercial airline is authorized (see below for ETP explanation and sample). *However, non-use of PATRIOT EXPRESS flights must not be for the personal convenience or preference of the traveler.*
- d. Upon receipt of PCS orders, the service member/DoD civilian will immediately visit the CTO to book their flight reservation. To the maximum extent possible, TDY Orders will be submitted via DTS. For PCS travel, one complete (paper) copy of the PCS Order must be provided to the CTO. Once PATRIOT EXPRESS reservations are confirmed, commercial flights connecting with the PATRIOT EXPRESS flight will be scheduled for onward bound movement.
- e. When a PATRIOT EXPRESS flight is not used, the reason will be documented by the CTO agent in the PNR section of the passenger record in the airline reservation system. If no seats are available, the CTO agent will include a “non-availability” statement in the PNR and the passenger will be booked on a commercial flight. All other reasons for non-use of PATRIOT EXPRESS require an Exception to Policy (ETP) memorandum issued by a Flag Officer of the service member’s command, or the Flag Officer’s Chief of Staff/Deputy.

## 2. CIRCUITOUS TRAVEL

- a. Circuitous travel is defined as travel authorized to or from an OCONUS Permanent Duty Station to a new Permanent Duty Station (PDS) by a route other than the most direct Commercial Ticket Office-contracted route.
- b. When Circuitous Travel is used in conjunction with PCS travel, the traveler’s Service Component Headquarter serves as the Approving Authority per Defense and Joint Travel Regulations. If the circuitous travel is not mission related, then it will not be funded by the Government. No government fares may be used to any destination that is not an official duty location. Additionally, the traveler must assume responsibility for all costs exceeding those of the normally prescribed route (See JFTR, par. US116-E).
- c. Granting an Exception to Policy based solely on circuitous travel for personal reasons is not in compliance with policy (see below under “Exception to Policy from Mandatory Use of PE”).







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### 3. MISSED MOVEMENT/RESCHEDULED FLIGHT RESERVATION

- a.* Any Uniformed Service member who misses movement on a PATRIOT EXPRESS flight will not be rescheduled on another PATRIOT EXPRESS mission without a signed memo by their Commander (minimum rank, O-6 or civilian equivalent) that acknowledges the missed movement. If there are no available seats on the next PATRIOT EXPRESS flight, or if the next PATRIOT EXPRESS flight will cause the service member to miss the new PDS report date, then the service member must obtain a signed memo by a Flag Officer of the service member's command, or the Flag Officer's Chief of Staff/Deputy, that acknowledges the missed movement and grants an ETP to fly via a commercial carrier.
- b.* Commanders and travelers should be aware that there is no refund of the cost for the missed movement on a PATRIOT EXPRESS flight. When the traveler is rescheduled on another flight – whether PATRIOT EXPRESS or commercial – an additional cost is incurred and charged to the funded line of accounting.

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### 4. EXCEPTION TO POLICY FROM MANDATORY USE OF PE/ AUTHORIZATION TO TRAVEL VIA COMMERCIAL CARRIER

- a.* A Flag Officer of the service member's command, or the Flag Officer's Chief of Staff/Deputy may grant an ETP to travel via commercial carrier rather than utilize AMC-procured channel airlift (PATRIOT EXPRESS flight). This will be done via a signed memorandum (using unit letterhead; see below) in which they acknowledge understanding that the PE must be used for OCONUS travel in accordance with the Defense Travel Regulation. The memo will include the reason the ETP is granted.
- f.* Currently, the two reasons for granting an ETP to travel via commercial carrier are as follows.
- g.* Negative Critical Impact to Mission.
- h.* Medical. Travel via PE will cause undue hardship or trauma due to a medically documented physical, mental, or emotional condition validated by a physician.

OFFICIAL LETTERHEAD

OFFICE SYMBOL

DATE

MEMORANDUM FOR (STATE THE BASE OR COMMERCIAL TRAVEL OFFICE)

SUBJECT: Forwarding of Exception to JRM Command Policy for utilization of the PATRIOT EXPRESS

1. This memorandum approves an exception to command policy for (state name of official traveler and any dependents on his/her travel orders) to travel via commercial carrier rather than utilize AMC-procured channel airlift (Patriot Express). It is forwarded to your office for the arrangement of commercial transportation.
2. Both I and the service member who requested this Exception to Policy (ETP) understand that the Patriot Express must be used for OCONUS travel unless there is a documented negative critical mission impact, in accordance with Defense Transportation Regulation 4500.9R, Part I, Passenger Travel, Chapter 10 Additionally, the official traveler certifies that this ETP is not being requested for personal preference or convenience.
3. My approval of the request for exception to policy is based on the following:
  - a. Available PE Missions do not meet the mandatory report date (state reporting date).
  - b. Travel via PE causes undue hardship on the traveler (documented physical, mental or emotional hardship); travelers will not be granted an Exception to Policy for personal preference or convenience.
4. Point of contact for the exception to policy request is (name and e-mail contact information).

NAME, Rank, Service (O-6 or civilian equivalent)

Duty Title



## 5. NON-COMMAND SPONSORED/ACQUIRED DEPENDENTS

- a. A Non-Command Sponsored dependent is not authorized transportation at Government expense. However, if the Non-Command Sponsored dependent resides with the service member at the OCONUS PDS, the non-Command Sponsored dependent may travel space-required with the service member during PCS travel at the service member's expense.
- b. In the case of a Non-Command Sponsored dependent acquired during the current OCONUS tour, if “command regulations about the dependent’s acquisition were complied with, and any requirements of the U.S. Immigration and Naturalization Service for entry into the United States have been met, the dependent is eligible for space-required transportation at personal expense”
- c. The process to ensure the Non-Command Sponsored dependent is booked a Space - Required seat on the same PATRIOT EXPRESS flight as the sponsor is as follows:
  - I. Upon receipt of the PCS order, the military member will visit their respective travel office to book their PATRIOT EXPRESS reservation. The respective travel office will provide the service member with both the exact cost of travel and the service transaction fee for the Non-Command Sponsored dependent(s).
  - II. The service member will visit the Finance Office, fill out a DD Form 1131 (Cash Collection Voucher), and pay the cost for the dependent(s) travel on the PATRIOT EXPRESS.
  - III. The service member will then return to the respective travel office, provide a copy of their receipt (showing payment for the dependent(s) transportation), and the CTO will then book the dependent(s) as Space-Required on the same PATRIOT EXPRESS mission with the military sponsor.
  - IV. The CTO will use the service members CIC Generator # to place the dependent(s) on Space-Required and issue tickets. No cost is charged to the Government since the transportation has been paid by the service member.
- d. Ticketing for Official Travel: Service members with official orders in-hand can contact any of the following offices to make ticketing arrangements.



- I. Naval Base Guam (bldg. 3190)  
NAVPTO Telephone: (671) 339-6165 / 3188 / 3189  
NAVPTO Fax: (671) 339-7301
  - II. Andersen Air Force Base (bldg. 18002)  
PTO / TMO: (671) 366-5185 / 2033  
PTO / TMO Fax: (671) 366-4136
- e. For space available travel contact:
- I. AMC Passenger Terminal (bldg. 17002)  
24 Hour Flight Recording: (671) 366-2095  
Service Counter: (671) 366-5165 / 5135

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### **NOTE:**

*When a Non-Command Sponsored dependent elects to travel via a commercial flight because of personal preference or convenience, the service member must comply with DoD policy to fly PATRIOT EXPRESS. Commanders must not grant service members Exceptions to Policy exempting use of PATRIOT EXPRESS because of personal convenience or preference.*



# Appendix D

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## 1. PASSENGER PROCESSING PROCEDURES, ANDERSEN AIR FORCE AIR BASE AMC PASSENGER TERMINAL

- a. PATRIOT EXPRESS missions are primarily designed to meet the travel requirements of service members and their dependents traveling on official orders. The following is general information pertinent to the successful processing of official travelers at Andersen AFB. Passenger terminal hours of operation are subject to change due to mission requirements.
- b. For specific questions contact a passenger service agent at 784-1854.

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## 2. BAGGAGE LIMITATIONS

- a. Hand Carried: Each passenger is permitted to hand-carry one article (small luggage, garment bags, backpack, etc.) and one personal item (cosmetic case, purse, briefcase, small boxes, packages, etc.) for storage in the passenger cabin area. The weight of these items will not be considered as part of the passenger's baggage authorization on military aircraft. Hand carried items will be no larger than 45 linear inches and must fit under the passenger's seat or in the overhead compartment. Items that are too large will not be accepted for passenger cabin storage and must be checked-in. Baggage sizers will be used to aid the passengers and the PSA in determining baggage dimensions. AMC adheres to TSA guidelines (listed below) for hand carried baggage.

Carry-On Bags (3-1-1): 3.4oz. or 100ml bottle or less (by volume); 1 quart-sized, clear, plastic, zip-top bag; 1 bag per passenger placed in screening bin. One-quart bag per person limits the total liquid volume each traveler can bring. The 3.4oz/100ml container size is a security measure.

- b. Consolidate bottles into one bag and X-ray separately to speed screening. Declare larger liquids. Medications, baby formula and food, breast milk, and juice are allowed in reasonable quantities exceeding three ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint.

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**NOTE:**

*Baggage weight may be limited due to type of aircraft or other restrictions. Check with your Passenger Service Center for more information.*

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### 3. EXCESS BAGGAGE

- a. Excess baggage is only authorized for passengers traveling TDY or TAD on official orders. Each passenger is authorized two pieces of baggage not to exceed 70 pounds each or 62 linear inches (length plus width plus height). Bags larger than 62 linear inches and/or heavier than 70 pounds will be counted as two pieces. Checked baggage exceeding the allowed weight criteria will be counted as an extra piece for each increment of 70 pounds. The maximum charge per piece for FY17 is \$125. Excess baggage fees for space required passengers may be paid with the Government Travel card where services are available.
- b. More information regarding baggage allowances/limitations can be found at the following link: <https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Baggage-Allowances/>



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### 4. FIREARMS AND AMMUNITION

- a. Passengers may transport unloaded, un-prohibited firearms/ammunition in or as checked baggage; except when restricted by regulation, law, Foreign Clearance Guide, and Guam regulations. No passenger will be permitted to hand-carry firearms/ammunition to/from aircraft, aboard an aircraft or within the terminal.

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**NOTE:**

*734th AMS highly recommended that firearms or ammunitions be shipped as approved in the personnel property shipment.*

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### 5. EARLY BIRD CHECK-IN

- a. Official travelers can check in their bags and receive their boarding pass the day prior to PATRIOT EXPRESS departures (this service is NOT available to Space Available travelers).
- b. When using early bird check-in, passengers must have all applicable documents and ALL bags present. Both checked in and hand-carried baggage will be weighed.

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### 6. OFFICIAL DOCUMENTS REQUIRED FOR CHECK-IN AND TRAVEL



- a. Military identification card (for sponsor and dependents).
- b. PCS travel orders
- c. Passports
- d. Tickets from CTO



# Appendix E

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## 1. SPACE AVAILABLE TRAVEL ABOARD PATRIOT EXPRESS

- a. PATRIOT EXPRESS offers space available travel opportunities to Guam and Seattle-Tacoma for free or a nominal price to eligible travelers. Specific information on space available travel can be found by referencing DoD Regulation 4515.13R, Air Transportation Eligibility. The following provides general information pertinent to Andersen AFB, Guam.

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## 2. SIGNING UP FOR SPACE AVAILABLE TRAVEL ON THE PATRIOT EXPRESS

- a. Two options are available for registering for Space-A; in-person or by fax/email.
  - I. Travelers can register in person at the Andersen AFB AMC Passenger Terminal by speaking directly with a passenger service agent.
  - II. Travelers can send an e-mail or fax their request to the passenger terminal at [spacea.signup@us.af.mil](mailto:spacea.signup@us.af.mil) or DSN: 366-5165. All appropriate documentation must be attached in the email/presented at time of sign up.

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## 3. SPACE AVAILABLE TRAVEL INFORMATION FOR DAY OF DEPARTURE

- a. Space Available seats are normally identified as early as 3-4 hours and as late as three hours prior to PATRIOT EXPRESS departure. Recommend that travelers wishing to travel via Space Available travel arrive at the designated passenger terminal show times and immediately check with the passenger service center for the space available show time. Passengers must have all required documentation in hand and should be ready for immediate processing and boarding.

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### **NOTE 1:**

*Space available eligible travelers may not use their privilege for personal gain or in connection with business enterprises or employment.*

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### **NOTE 2:**

*Space Available passengers are not authorized excess baggage.*

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## 4. SPACE AVAILABLE TRAVEL COSTS

- a. The PATRIOT EXPRESS charges a nominal airport landing fee to Space Available customers flying to and from the Continental United States (specifically Seattle-Tacoma International Airport). Cost to travelers to fly space available on the PATRIOT EXPRESS is subject to change. Federal Inspection Fees and Head Tax apply to customers flying Space-A on the PATRIOT EXPRESS.
- b. Head Tax. IAW public law, transportation tax (head tax) must be assessed for Space-A passengers traveling on all commercial aircraft missions. The head tax applies to all Space-A passengers who arrive/depart the Customs Territories of the United States (CTUS) to/from overseas locations on these missions.
- c. A Federal Inspection Service (FIS) fee applies for Space-A passengers traveling to the CTUS from overseas locations on PE missions and SAAM commercial contract missions.



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## 5. SPACE AVAILABLE TRAVEL CATEGORIES

- a. Category I
  - I. Emergency Leave Unfunded Travel. Transportation by the most expeditious routing only for bona fide immediate family emergencies, as determined by DoDI 1327.06 and Military Service regulations. This travel privilege will not be used in lieu of funded travel entitlements.
  - II. Wounded Warriors traveling on leave will be offered seats on OSA aircraft on a space-available basis before any other potential space-available passenger.
  - III. Immediate family members of Wounded Warriors who possess a valid DoD identification card when accompanying Wounded Warriors to their destination on OSA aircraft.
  - IV. Unaccompanied dependents of members of the uniformed services who are assigned and domiciled in the CONUS.
  - V. Non-command-sponsored dependents of members of the uniformed services, residing OCONUS with the sponsor; one-way only to emergency destination.
  - VI. OCONUS to CONUS Only (Guam to Seattle): Command-sponsored dependents of members of the uniformed Services; DoD civilians and their command-sponsored dependents; ARC full-time, paid personnel serving with a DoD Component OCONUS; NAF personnel whose travel from the CONUS, Alaska, or Hawaii was incident to a PCS assignment at NAF expense.
  - VII. Dependents of retired uniformed services members who die OCONUS are authorized travel from OCONUS to the CONUS, and OCONUS to OCONUS to accompany the remains of the deceased member. Return travel is authorized if accomplished within 1 year of arrival. The dependent will present to air terminal personnel documentation certified by DoD mortuary affairs offices. The documentation must be in the dependent's possession during travel.

**b. Category II – Accompanied EML.**

- I. Sponsors in an EML status and their dependents traveling with them, also in an EML status. Sponsors include: (1) uniformed services members; (2) U.S. citizen civilian employees of the Military Services who are eligible for government-funded transportation to the United States at tour completion (including NAF employees); (3) ARC full-time, paid personnel on duty with a DoD Component OCONUS; (4) USO professional staff personnel on duty with the uniformed services; (5) DoD Education Activity teachers during the school year and during employer-approved training during recess periods.

**c. Category III - Ordinary Leave, Relatives, House Hunting Permissive TDY, Medal of Honor Holders, and Foreign Military.**

- I. Uniformed services members in ordinary leave or pass status.
- II. Uniformed services members traveling under permissive TDY orders for house hunting incident to a pending PCS.
- III. Dependent spouses of military personnel officially reported in a missing status. Dependents and accompanying dependent children and parents, when traveling for humanitarian reasons and on approval on a case-by-case basis by the Chief of the Military Department or designated representative. Travelers will present approval document from the Service concerned.
- IV. Dependents of a uniformed services member when accompanied by their sponsor in ordinary leave or pass status.
- V. Dependents when accompanying a uniformed services member traveling under permissive TDY orders for house hunting incident to a pending PCS.
- VI. Medal of Honor recipients and their accompanying dependents. Except for active duty, traveler will present a copy of the Medal of Honor award certificate or *DD Form 2765 with designation "MH"*.
- VII. Command-sponsored dependents of uniformed services members accompanying their sponsors on approved circuitous travel. CDRs authorized to publish circuitous travel orders for members under current policy of their uniformed service, where extenuating circumstances prevail, may approve requests for travel of their dependents within and between OCONUS areas and the CONUS incident to approved circuitous travel of the member.
- VIII. CONUS to OCONUS Only (Seattle to Guam): Civilian U.S. Military Service patients who have recovered after treatment in medical facilities and their accompanying nonmedical attendants. Travel is permitted by the most expeditious routing to return the recovered patient and nonmedical attendant to their OCONUS post of assignment. (During the death or extended hospitalization of the patient, the nonmedical attendant retains the space-available travel authority to return to the patient's OCONUS post of assignment).
- IX. Foreign cadets and midshipmen attending U.S. Service academies in a leave status. Foreign cadets' and midshipmen's native countries must be identified in the leave authorization.
- X. Foreign exchange service members on permanent duty with the DoD, when in a leave status.
- XI. Dependents of foreign exchange service members on permanent duty with the DoD, when accompanying their sponsors.
- XII. Unaccompanied dependents of deployed active duty uniformed services members when the deployment exceeds 365 consecutive days (passenger will be at the bottom of Category III).

**d. Category IV - Unaccompanied EML.**

- I. Unaccompanied dependents traveling under the EML Program.
- II. DoD Education Activity teachers and their dependents (accompanied or unaccompanied) traveling during the summer under the EML Program.



- III. Unaccompanied dependents of deployed active duty uniformed services members when the deployment is for at least 30 consecutive days.
- IV. Uniformed services member retirees residing in commonwealths and U.S. possessions traveling to obtain certain health care services (medical or dental) and one dependent of the individual, if needed to accompany the individual.
- e. Category V - Permissive TDY (Non-House Hunting), Students, Dependents, Post Deployment/Mobilization Respite Absence, and Others.
  - I. Military personnel traveling on permissive TDY orders other than for house hunting.
  - II. CONUS to OCONUS Only (Seattle to Guam): Dependents of active duty U.S. military personnel stationed OCONUS who, at the time of PCS, were not entitled to transportation at government expense. Travel is to accompany or join their sponsor at his or her duty station. Travel may be unaccompanied and is limited to travel from the APOE in the CONUS, Alaska, or Hawaii to the OCONUS APOD serving the sponsor's duty station.
  - III. OCONUS to CONUS Only: (Guam to Seattle): Non-command sponsored dependents, acquired in an OCONUS area during a military member's current tour of assigned duty, not otherwise entitled to transportation at government expense. Command regulations pertaining to the acquisition of dependents must be followed. Travel must be with the member's PCS, may be unaccompanied, and is limited to travel from the OCONUS APOE to the APOD in the CONUS, Alaska, or Hawaii. Member's PCS orders are required for travel.
  - IV. Command-sponsored dependents of uniformed services members, unaccompanied, who are stationed OCONUS. Travel restrictions may apply to certain OCONUS destinations as determined by the Command Commander. Documentation signed by the sponsor's commander verifying command sponsorship will be presented to air terminal personnel, and be in the dependent's possession during travel. Dependents under 18 years of age must be accompanied by an eligible parent or legal guardian.
  - V. Non-command sponsored dependents of active duty personnel on a remote PCS tour. Approval must be granted in advance by the member's commander. A copy of the written approval must be presented to the air terminal personnel.
  - VI. Service members and their dependents traveling on post deployment/mobilization respite absence.
- f. Category VI – Retired, Dependents, Reserve, ROTC, NUPOC and Civil Engineer Corps (CEC) members.
  - I. Retired uniformed services members.
  - II. Dependents of retired uniformed services members when accompanying their sponsors.
  - III. Dependents, command-sponsored, stationed OCONUS with their sponsor, who is: a uniformed services member; a U.S. citizen civilian employee of the DoD (paid from either appropriated funds or NAF); or an ARC full-time, paid employee serving with the DoD. Unaccompanied travel is permitted to the United States for enlisting in one of the Military Services when local enlistment in the OCONUS area is not authorized. If an applicant for military service is rejected, return travel to the OCONUS area may be provided under this eligibility.
  - IV. American Samoa veterans residing in America Samoa traveling to and from Hawaii for hospital care from the VA facility in Hawaii.
  - V. Dependent who accompanied a Service member while the Service member obtained health care services and subsequently died.
  - VI. Employees of the ARC, USO, and USS when providing direct support to the U.S. Military Services.

*Questions regarding Space-A should be directed to, or telephone 671-366-5165. See reference DoDI 4515.13 for additional information.*



**g. Pets Travel to and from Guam**

- I. Pet shipments will be in conjunction with PCS moves only IAW DoDI 4515.13. Sponsor or family member must accompany the pet to the final destination. Pets normally travel in the aircraft baggage hold area but may be accepted for shipment in the cabin area if they meet the requirements.
- II. Space-A passengers may travel with one Emotional Support/Psychiatric Service Animal when documentation requirements are met IAW DoDI 4515.13. If the passenger service agent is unable to validate documentation, the animal will be denied transportation.

***NOTE:***

***Passengers with Emotional Support and Psychiatric Service animals, as listed above, are prohibited from exit. Emotional service animals are placed in the immediate vicinity of the passenger and do not occupy a seat.***

- III. Pets with allergies: Any seating accommodations for allergies consideration will be handled by the Carrier.
- IV. Pets are dogs and cats only. Other animals, such as horses, fish, birds, and rodents, are excluded as pets under this authority because of their size, exotic nature, shipping restrictions, host nation restrictions, and special handling difficulties.
- V. The sponsor is responsible to ensure pets are shipped in accordance with International Air Transport Association (IATA) or US Dept. of Agriculture (USDA) containers approved for air shipment (weight and size restrictions apply, refer to DTR, Part I, Chapter 103 and AMC Pet Brochure). These containers must provide adequate ventilation and be large enough for the pet to stand up, turn around, and lie down with normal posture and body movements. Pets will not be accepted in containers that are too small. Soft-sided pet containers may be accepted in-cabin. The maximum number of pets allowed in the cabin is three. Kennels must be no larger than 20”L x 16”W x 8.5”H. Note: Neither soft-sided nor collapsible kennels are authorized in belly of the aircraft. Reference AMCI 24-101V14 and DODI 4515.13 for further information.
- VI. Guam International Airport is the alternate authorized port of entry for pets when the PATRIOT EXPRESS pet capacity is exceeded. Andersen AFB Terminal is unable to accept pets traveling without their owners or a designated representative. For more information, please consult the USDA or visit: [http://www.aphis.usda.gov/wps/portal/aphis/ourfocus/animalhealth/sa\\_export\\_from\\_us/](http://www.aphis.usda.gov/wps/portal/aphis/ourfocus/animalhealth/sa_export_from_us/)

**h. Contingency Situations/Notification Procedures to Customers**

PATRIOT EXPRESS service to and from Guam is regular and predictable. Processing times and conditions at Andersen AFB AMC Passenger Terminals are equally routine. Delays to PATRIOT EXPRESS missions may happen, however. When such an event occurs, the following notification procedures will be implemented.

**i. Short notice/short term delays**

Examples include a delay in PATRIOT EXPRESS mission arrival or departure. These conditions usually occur due to maintenance or weather delays. In these instances every effort will be made to communicate the situation to customers as follows:

I. Andersen AMC Passenger Terminals will post the delay on Facebook (<https://www.facebook.com/AndersenPassengerTerminal/>) and apprise customers of new check-in/departure times.

II. Customer Ticket Offices will be notified and pass this information, along with AMC passenger terminal phone numbers, to travelers picking up their tickets.

**j. Extended notice of delays/major impacts to PATRIOT EXPRESS service** Examples include runway closures affecting the arrival and departure of PATRIOT EXPRESS missions. In these instances the following events will occur:

I. The 36th Wing will notify the 734 Air Mobility Squadron (AMS) of any upcoming situations that will impact PATRIOT EXPRESS arrivals and departures.

II. The Joint Working Group will develop a Concept of Operation Plan, as applicable, to ensure continued operations (if possible) during the event.

III. JRM/J04 will host PATRIOT EXPRESS Joint Working Group to ensure all key agencies involved with these missions are apprised of and able to respond to the event.

IV. JRM/J04 will author and publish an Effects Fragmentary Order (EFO) to ensure all leadership and service components across Guam are apprised of and able to respond to the event.



**k. Official travelers must use base lodging when available. Lodging can be booked via <http://www.dodlodging.net/>. Lodging operations may also be reached at the following telephone numbers:**

I. Andersen Gateway Inns & Suites: 671-362-5501

II. Navy Gateway Inns & Suites: 671-339-5259

Travelers are encouraged to make bookings early, especially if desiring to stay in PCS/TDY billeting. If PCS/TDY rooms are not available for the traveler's dates, the traveler must acquire a certificate of non-availability from either AGIS or NGIS to stay in off-base commercial lodging.

# Glossary

## SECTION I. ABBREVIATIONS

<b>AMC</b> .....Air Mobility Command	<b>NAVPTO</b> .....Navy Passenger Transportation Office
<b>AMS</b> .....Air Mobility Squadron	<b>PAO</b> .....Public Affairs Officer
<b>ARC</b> .....Air Reserve Component	<b>PCS</b> .....Permanent Change of Station
<b>CIC</b> .....Customer Identification Code	<b>PDS</b> .....Permanent Duty Station
<b>CTO</b> .....Commercial Ticket Office	<b>PNR</b> .....Passenger Name Record
<b>DoD</b> .....Department of Defense	<b>PTO</b> .....Passenger Transportation Office
<b>DTR</b> .....Defense Travel Regulation	<b>TMO</b> .....Transportation Management Office
<b>DTS</b> .....Defense Travel System	<b>TDY</b> .....Temporary Duty
<b>ETP</b> .....Exception to Policy	<b>USO</b> .....United Service Organizations
<b>GATES</b> .....Global Air Transportation Execution System	<b>USPACOM</b> .....United States Pacific Command
<b>LNO</b> .....Liaison Officer	<b>USTRANSCOM</b> .....United States Transportation Command

## SECTION II. TERMS

**Circuitous Travel.** Travel authorized to or from an OCONUS Permanent Duty Station (PDS) to a new PDS by a route other than the most direct Commercial Travel Office-contracted route. Reimbursement to the traveler is limited to the cost of the most direct route.

**Exception to Policy.** A signed memorandum from the traveler's commander (O-6 or above); designated administrative officer (minimum O-5); or civilian equivalent which states that the traveler (and his/her dependents, if applicable) cannot travel via PATRIOT EXPRESS due to one of three reasons:

- a. Negative Critical Impact to Mission.
- b. Medical. Travel via PE will cause undue hardship or trauma due to a medically documented physical, mental, or emotional condition.

**Official Travel.** A sponsor (service member or DoD civilian) and dependents (if applicable) traveling on official duty orders.

**Passenger Service Agent.** Primary agent to call/report to at Andersen Air Base AMC Passenger Terminals for questions on flight status, proper documentation required, and processing procedures.

**PATRIOT EXPRESS.** PATRIOT EXPRESS is a United States Transportation Command (USTRANSCOM) and Air Mobility Command (AMC) commercial air contracted service.

**PATRIOT EXPRESS Joint Working Group.** A forum hosted by JRM/J1. This group will convene as required to address issues regarding PATRIOT EXPRESS service to Guam.

**Space Available Travel.** A traveler who qualifies for one of the six space available categories detailed in appendix E. This traveler will be able to fly free, or for a nominal price, aboard the PATRIOT EXPRESS provided seats are available.