

Cost to the Government

When seats go unused on Patriot Express missions and a traveler flies commercial for official travel, the taxpayer (you) pays twice for that unused seat. Together we are all charged with being good stewards of scarce Government dollars. Thank you for riding *Patriot Express!*

Baggage Allowance

Each passenger is authorized two pieces of baggage not to exceed 70 pounds each and 62 linear inches (sum of length/height/width). Bags larger than 62 linear inches and/or heavier than 70 pounds will be counted as two pieces and checked baggage exceeding the free weight criteria will be counted as an extra piece for each increment of 70 pounds. Items exceeding 100 pounds and/or 80 linear inches will not be accepted, and must be moved as freight. Piece rate prices can vary depending on your destination but will not exceed \$103.

Carry-on baggage must fit under the seat or stowed in the overhead bin. Approximate dimensions are 9" x 14" x 22" for a total of 45 linear inches. Items that appear to be large or irregularly shaped, will not be accepted for main cabin storage and will be tagged and placed in the belly of the aircraft.

What Happens in the Event of a Delay?

Carrier Delays. These delays are within the control of the carrier, e.g., maintenance or late arrivals. If the delay extends over a meal period, manifested passengers will receive a meal voucher for a hot meal and transportation to/from the meal area. If the delay requires an overnight stay, the carrier will provide meals, transportation, and billeting (hotel vouchers). Carriers will provide unaccompanied passengers the opportunity to stay in a separate room. If passengers miss their connecting flight because the mission was delayed at any point and arrived at the passenger's manifested destination two hours or more after

scheduled arrival or the passenger receives their baggage late, the contractor shall reimburse passengers for any penalty fees imposed on them by the commercial airlines in which they have onward transportation. Contact the airline for reimbursement. You will need a copy of your AMC boarding pass and documentation from the airline charging you this fee.

Non-carrier Delays. These delays are not within the control of the carrier, e.g., weather or Air Traffic Control delay. The Government assumes responsibility for all manifested passengers during these delays. If this type of delay requires an Overnight stay, then lodging, to include transportation to/from, is provided. Meals are the responsibility of the traveler. Meals and incidental expenses are reimbursable through official travel per diem.

Comparison of PE and Commercial

	PE	Commercial
Leg Room	34"	32"
Meals	<i>Business Class</i>	<i>Coach Class</i>
Space A Opportunity	Yes	No
Amenities (child packets, hot towels)	<i>Mandatory</i>	<i>Optional</i>

For more information, contact one of the AMC commercial locations, your local Transportation Office or AMC Passenger Terminal.

AMC Commercial Locations

Baltimore-Washington Intl (BWI) (877) 429-4262
DSN 243-6900, E-mail: det1305aps@mcguire.af.mil
Fax 410-918-6903 or DSN 243-6903

Seattle-Tacoma Intl (SEA) (253) 982-0555
DSN 382-0555, E-mail: eagle@mcchord.af.mil
Fax: Commercial (253)982-6815 or DSN 382-6815

HQ AMC Passenger Policy Branch - DSN 779-4593,
Com'l (618) 229-4593, E-mail amc.a4tp@scott.af.mil



March 2008
Passenger Policy Branch

A large banner for Patriot Express. At the top, the words "PATRIOT EXPRESS" are written in large, white, serif font against a dark background with a diamond pattern. Below this is a globe with a grid. Underneath the globe are several logos: Miami Air International, ATI (Air Transport International LLC), OAI (Orlando Air International), the Air Mobility Command logo, and ATA. At the bottom of the banner, the text "A DoD and Civilian Partnership" is written in a white, serif font.

What is *Patriot Express*?

The *Patriot Express* (formerly know as Cat B or "Freedom Bird") is a contracted commercial charter mission that provides support for duty travelers and their family members. 618 TACC/XOG schedules these international charter flights on a regular basis to and from commercial airports (AMC commercial locations) and/or military terminals. These flights offer an array of in-flight amenities and operate the same as scheduled commercial airlines. The *Patriot Express* is also an excellent provider of troop morale by providing "Space A" Travel opportunities to and from the United States.

Leg Room

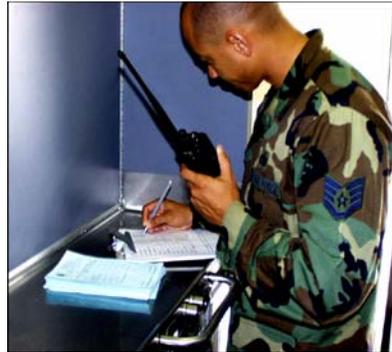
AMC and the *Patriot Express* carriers have worked hard to make sure that you have as much room as possible. The seat pitch, which can be equated to legroom, is 34 inches on some *Patriot Express* missions compared to 32 inches on commercial airlines. Two inches may not seem like much but on a 12-hour flight it is huge!



The Amenities

Patriot Express provides many amenities. Meals are comparable to business class meals and special meals such as kosher, children's, diabetic, and vegetarian

can be ordered with 24 hours notice. Hot towel service is provided prior to each meal service. Children receive a fun kit with games, puzzles, coloring/drawing material, and pilot/cabin attendant wings. The latest box office movies are shown and headsets are provided free of charge during the flight. A variety of up-to-date magazines are also offered for reading pleasure.



Contract Enforcement

HQ AMC and Field Operating contract administrators and HQ AMC passenger policy personnel routinely travel on missions to inspect the carrier for contract compliance. In addition, each location's Quality Assurance Personnel perform inspections prior to mission departure. In this way we partner with the contracted carriers to ensure our passengers receive the best possible service.

Pets

Families in PCS status are authorized to take two pets (dogs and cats only) as long as the kennels, with pets, do not exceed 150 pounds per pet. The pet must be able to lie down, stand up, and turn around in the kennel. The kennel must be approved for air travel by the International Air Transport Association (IATA). For the safety of your pet, soft-sided and collapsible kennels are not allowed. Passengers are responsible for all pet shipment requirements, quarantines, and all costs associated

with the shipment of their pet. Depending on your destination, pet costs can vary but will not normally exceed \$103 for an average sized pet that is 70 lbs and under, for example. However, the exact charge is based on your travel destination and the combined weight of each pet and kennel.

Check with your veterinarian for advice on preparing your pet for shipment, including such issues as immunizations, feeding, watering, sedative, etc. For required pet documentation, you can check with the local Transportation Office.

AMC Commercial Locations

Passenger check-in at our AMC commercial locations opens 6 hours prior to departure to allow passengers to check in early and check their bags. If passengers elect not to check in early, normally the required show time is no later than 2 hours 20 minutes prior to departure. However, when traveling from Seattle-Tacoma IAP (SEA) the no later than show time is 3 hours 20 minutes. Check in times are designed to ensure on time departures. If you encounter any difficulties during your passenger processing, please ask for an on site military representative.

