



AMC PATRIOT EXPRESS (PE)

Travel Gram - Spring 2024

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 and families 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.



Reservations

Seats are allocated as directed by the Defense Transportation Regulation (DTR) to operate Patriot Express missions and meet validated Combatant Command (CCMD) requirements. The ability to meet every passenger’s unique travel needs are limited as CCMD validations for airlift do not include requirements for pets. To assist as many members as possible, seat and pet release dates are normally published 90-120 days prior to departure to ensure a fair and equitable opportunity for booking. During peak PCS season, pet spaces can book full within the first 24 hours of mission release. **It is imperative to plan as early as possible.**

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 (2) pets per family. The maximum weight is 150 pounds per pet to include the pet carrier. There are no exceptions to this policy. 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.

Effective January 1, 2024, Service members on PCS travel orders may be authorized reimbursement for the costs related to the relocation of one household pet that arises from a permanent change of station. Authorization may depend on specific circumstances; therefore, routing questions are encouraged to your supporting finance, administrative, or ITO/TMO Passenger Travel Office. AMC passenger terminals will provide Service members with a pet travel receipt, which they will file with their travel voucher at their next duty station.

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Passenger Acknowledgement of Risk During Pet Movement

Air travel is inherently stressful on pets and poses a degree of risk to their health. For your situational awareness, Brachycephalic (short-nosed) breeds are more prone to medical emergencies. As a condition of transporting your pet, we request confirmation of your understanding and willingness to accept those associated risks on the AMC Pet Risk Acknowledgment Document.

This document can be found on our AMC Pet Travel Site along with additional information in the AMC Pet Pamphlet: www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/

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 an authorized CIC (Customer Identification Code) or billing information annotated and official identification card. In addition, passengers may be required to carry passports, visas, and immunization records etc. when applicable. Additional info available on the Foreign Clearance Guide website (CAC Required): www.fcg.pentagon.mil/

Controllable Delays - Mission delays within the control of the contract air carrier, e.g., maintenance or crew issues. The air carrier is responsible for passenger care. 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. **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 processed passengers.

PASSENGER CARE DURING DELAYS

To provide passenger care, the contract air carrier will coordinate all aspects of a delay. Contract air carrier representatives will brief all passengers on delay care information, such as provisions for billeting, meals, and 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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