

Delays

Controllable Carrier Delays are defined as those that are within the control of the carrier, e.g., maintenance or late arrivals. In the event that a controllable delay occurs and it extends over a meal period, all manifested passengers (not to include *originating* Space-Available passengers, unless they had boarded the aircraft and it had blocked out) will receive hot meals, billeting, and transportation between the terminal and billeting/feeding locations. *Non-controllable Carrier Delays* are defined as delays that are not within the control of the carrier, e.g., inclement weather or an Air Traffic Control delay. In this case, the Government assumes responsibility for all manifested passengers. If this type of delay requires an overnight stay, lodging and transportation to/from lodging, will be provided. Meals are the responsibility of the traveler and are reimbursable through official travel per diem.

Duty Passengers (NOT Space Available passengers) who miss their commercial connection caused by an AMC mission delay, and arrive to the manifested destination two or more hours after scheduled arrival time or the passenger receives their baggage late, the contracted airline will reimburse the passenger for fees imposed by their connecting airline. An AMC boarding pass and documentation from the airline charging you the fee will be required to claim reimbursement.

Contract Enforcement

US Transportation Command, Field Operating Administrator personnel routinely travel on missions to inspect air carriers for contract compliance. In addition, each location's Quality Assurance personnel or Contract Officer Representatives perform inspections prior to mission departure. We partner with contracted carries to ensure passengers receive the best possible service.



Contact Information

For more information, visit our AMC Travel Website <http://www.amc.af.mil/Home/AMC-Travel-Site/> or contact your local Transportation Office, an AMC Passenger Terminal, or one of two AMC Commercial Airport locations below:

Baltimore/Washington International Thurgood Marshall Airport (BWI)

(410) 918-6900 or DSN 243-6900
Toll-Free (877) 429-4262
Fax (410) 918-6932 or DSN 243-6932
E-mail: bwipax@us.af.mil

Seattle-Tacoma International Airport (SEA-TAC)

(253) 982-3504
Flight Recording (253) 982-0555 or DSN 382-0555
Fax (253) 982-3243 or DSN 382-3243
E-mail: seattle.gateway@us.af.mil



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Air Mobility Command

PATRIOT EXPRESS

Brochure



May 2019

A DoD
And Civilian
Partnership

Patriot Express Flights

This brochure is designed to assist you in preparing for your transportation aboard an AMC Patriot Express (PE) flight in conjunction with a permanent change of station (PCS) or official travel.

What is PATRIOT EXPRESS?

The Patriot Express, also known as the “Rotator” or “Cat B flight”, is a Department of Defense (DoD) contracted commercial charter flight which provides international support to travelers on official duty and their families. The PE also provides Space-Available travel opportunities. The 618th Air Operations Center at Scott AFB, IL., schedules these flights on a recurring basis both to and from AMC commercial airports and military passenger terminals. These flights offer in-flight amenities and operate similar to commercial airlines.

Amenities

Amenities may vary between carriers. Available meals and beverages are comparable to those offered in commercial airline business class. Special meals such as kosher, diabetic, vegetarian, and meals for children may be available when requested 48 hours in advance. Patriot Express flights may show current box office movies and provide headsets free of charge. Some flights offer 34 inches of leg-room, compared to 31-32 inches on most commercial airlines.



Required 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, and an official identification card issued by a DoD Component, federal, State, or local government authority. In addition, passengers may be required to carry passports, visas, and immunization records etc. when applicable. Responsibility to obtain required documentation lies solely with you, the traveler. Additional information can be found by accessing <https://www.fcg.pentagon.mil/>.

Checking In

Passenger check-in opens 6 hours prior to departure at AMC commercial airport locations. If passengers do not elect to check-in early, the required show time is no later than 2 hours and 20 minutes prior to departure at BWI Airport, and 3 hours and 20 minutes prior to departure at SEA-TAC Airport. If you are departing from a military installation, please check with the passenger terminal personnel for specific check-in times. These times are designed to ensure on-time departures.



Baggage Allowance

Each passenger is authorized two pieces of checked baggage not to exceed 70 pounds and 62 linear inches (sum of length+width+height) each. Bags heavier than 70 pounds or larger than 62 linear inches will be counted as two pieces and an excess baggage fee may apply. Excess baggage rates vary but will not exceed \$125 per piece. **Baggage Exceeding 80 Linear Inches and/or 100 pounds WILL NOT be Accepted. Excess Baggage is Not Authorized for Space-Available Passengers.**

Carry-on Baggage

Carry-ons must fit under the seat in front of you or in an overhead bin. Approximate dimensions are 9” x 14” x 22” for a total of 45 linear inches.

Pets

Families in PCS status are authorized to transport their pets (cats and dogs only) on the PE, but are limited to two pets per family. Pet reservations are made through your Transportation Office. Passengers are responsible for obtaining and meeting all pet shipment requirements, quarantine, and fees associated with the shipment of their pet(s). Additional information can be found in our Pet Travel Brochure on our AMC Pet Travel Site: <https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/>.



Service Animals and Emotional Support Animals (ESA)

Service animals and ESA's are authorized to accompany passengers with disabilities in the cabin of the aircraft. Service Animals require written documentation issued by an agency verifying the animal has been trained as a service animal. ESA's require documentation from a licensed mental health professional (e.g., a psychiatrist, psychologist, or licensed clinical social worker). See the Pet Travel Brochure for specific documentation requirements. It's recommended that you contact your local Transportation Office or AMC Passenger Terminal to ensure your service animal can be accommodated. Service animals and ESAs are subject to country quarantine procedures. Specific information can be found by accessing <http://travel.state.gov>.