



## DEPARTMENT OF THE AIR FORCE HEADQUARTERS AIR MOBILITY COMMAND

2 May 2023

Teammates

My team and I continue to take great responsibility in the movement of passengers, families, and their pets and remain intimately aware of the risks, expenses, and concern for their well-being. Over the last year, AMC experienced a number of pet fatalities which made it necessary for us to review our policies and procedures. As such, AMC has implemented changes to better serve our passengers.

AMC made significant strides in improving the safety of your pets and we remain committed to improve the passenger experience on AMC-owned and contracted airlift. Inherently, there are risks to pets when we fly, some out of our control, but we have worked hard to minimize those risks.

We have established a Passenger Experience Improvement Working Group (PEIWG) to ease the stresses caused during travel. The PEIWG identified several areas for improvement and implementation including:

- Our units transitioned from Facebook to the American Forces Public Information Management System to improve communication with passengers.
- Multiple changes have been made to our automated systems to improve passenger notification and communication. Automated updates via SMS messaging and e-mail are expected to roll out this year.

In addition, we convened a Pet Safety Working Group to address and minimize the potential for pet emergencies. As a result, the following policy updates and changes have been implemented:

- Developed Risk Acknowledgement document for passenger terminal agents to brief pet owners and dog handlers of the risks of movement (i.e., extreme heat, stressed animals, etc.) during pet check-in to ensure pet owners and dog handlers are aware of known air travel risks.
- Allowed pet owners to maintain possession of their pets until the last possible moment before passenger boarding or until aircrew calls for pet loading, whichever comes first.
- Implemented guidance for climate-controlled pet areas in the passenger terminals to protect pets from extreme temperatures below 45 degrees Fahrenheit and above 80 degrees Fahrenheit, including heat index and wind chill adjusted temperatures.
- Coordinated with air carriers to increase in-cabin pet carrier dimensions allowing slightly larger pets in cabin space versus riding in lower compartment area.

**LET'S GO!**

- Implemented a reimbursement process for pet transportation fees in the event of a fatality.

Please know that we take great pride in exemplifying the utmost professionalism to ensure passengers, families, and their pets receive the best service and care we can offer. Every input and suggestion received will be thoroughly considered and discussed to improve our processes and the overall AMC travel experience.

You can contact me directly with suggestions and concerns at [PatriotPets@us.af.mil](mailto:PatriotPets@us.af.mil).

Sincerely



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