

**BY ORDER OF THE COMMANDER
436 AIRLIFT WING**

**DOVER AIR FORCE BASE
INSTRUCTION 34-103**

9 JULY 2012

Services

PRIME KNIGHT PROGRAM



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RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 436 AW/CP

Certified by: 436 AW/DS
(Lt Col Jon Fullerton)

Pages: 6

Supersedes: DOVERAFBI 34-103,
19 March 2004

This instruction implements the 436th Airlift Wing Commander's policy for Prime Knight Services to transient aircrews traveling through Dover AFB and supplements Air Force Instruction 34-246_AMC Sup_1, *Air Force Lodging Program*. In no case will the procedures outlined in this instruction take precedence over AFI 34-246, AMC Sup 1. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW with the Air Force Records Information Management System (AFRIMS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional's chain of command.

SUMMARY OF CHANGES

This document has been substantially revised and must be completely reviewed. This revision provides additional information about the Dover AFB Prime Knight program; more clearly identifies the responsibilities of the Squadrons/Organizations tasked to support transient aircrews; and added Attachment 1: Glossary of References and Supporting Information.

1. Overview.

1.1. Prime Knight is an all-encompassing activity for 436th Airlift Wing units and is intended to maximize the mission readiness and effectiveness of transient aircrews at Dover AFB. The consolidated efforts of Command Post, transportation, food services, lodging, and airfield management are critical to ensuring total mission support.

1.2. Prime Knight Support is a mandatory service for all transient aircrews at Dover AFB. The active involvement of all supporting commanders and their staffs are critical to ensuring the success of this program.

1.3. The 436 Airlift Wing Command Post is the lead agency for the Prime Knight program at Dover AFB, and will coordinate with the Maintenance Group, Operations Group, and Mission Support Group as needed to provide necessary assistance for transient crews from arrival through departure. The Chief of the Command Post will serve as the Prime Knight Program Manager for Dover AFB and the appropriate Group Commander will ensure a Prime Knight point of contact (POC) is provided for transportation, food services, lodging, and airfield management as a minimum. Each group is also responsible for ensuring their staffs are familiar with this instruction and organized to enhance Prime Knight Support.

1.4. The 436 AW Command Post will develop and maintain a base instruction outlining the Prime Knight Program and its implementation.

2. Responsibilities.

2.1. Group Prime Knight POCs:

2.1.1. A Prime Knight Aircrew Brochure will be generated, maintained, and provided to the transient aircrews by the Command Post. The appropriate group POC is responsible for ensuring their portion of the Prime Knight Aircrew Brochure is complete and accurate. Discrepancies/ changes should be forwarded to the Command Post Prime Knight Manager/Command Post Duty Officer as quickly as possible to ensure timely updates are made.

2.2. 436 AW Command Post:

2.2.1. The Command Post will provide all transient aircrews with a Prime Knight Aircrew Brochure which outlines local procedures, Prime Knight services, commonly used phone numbers, lodging/mess options, and other applicable information.

2.2.2. To help ensure a high quality Prime Knight Program, the CP will develop and maintain a feedback and metrics-tracking program to facilitate analysis, review, and modification by 436th Airlift Wing leadership.

2.2.3. The Command Post will forward copies of aircrew orders to billeting upon receipt from GDSS2 or the crew. If crew orders are not in GDSS2 or provided to the CP, the crew orders will be provided to billeting by the crew during check-in.

2.2.4. U-Drive-It (UDI) vehicles: UDIs will be provided to the Command Post by the Logistics Readiness Squadron for the sole purpose of transient aircrew utilization. The Command Post will be responsible for all control and maintenance of the UDIs.

2.2.5. Crews will contact the Command Post after arriving for crew alert information, to obtain a UDI, and to provide the Command Post with a contact number for crew alert.

2.2.6. A Prime Knight survey will be provided to all transient aircrew either with the vehicle or with mission setup information. The Prime Knight survey will be generated, maintained, and distributed by the Command Post.

2.2.7. At alert time, the Command Post will inform the aircraft commander of mission details and arrange for transportation pickup if a U-Drive-It (UDI) vehicle was not available. The Command Post will follow the standard operating procedures for departing aircrews. If the crew is alerted through a stage, stage personnel will fulfill these responsibilities.

2.3. 436 Logistics Readiness Squadron:

2.3.1. Vehicle Dispatch will provide a crew bus to meet all transient aircrews as soon as possible (normally within 10 minutes of block time) for transport to Base Operations. The Command Post will notify Vehicle Dispatch of the arrival time and parking location of all transient arrivals.

2.3.2. Fleet Management will provide 5 UDI vans to the Command Post for the sole use of Prime Knight transient aircrews.

2.3.2.1. If a Prime Knight UDI is not available for the transient aircrew, the Command Post will coordinate with Vehicle Dispatch to arrange for service for the transient aircrew to/from the crew's billeting location and to/from on-base dining facilities/commissary. Crew transportation, will also provide transportation to base operations, armory, in-flight kitchen, and the flightline as required.

2.4. 436 Force Support Squadron:

2.4.1. Food Services:

2.4.1.1. Aircrews will be provided 24-hour in-flight meal support.

2.4.1.2. In-flight meal menus will be made available for transient crew use in Base Operations (Airfield Management (AM) Ops).

2.4.1.3. FSS personnel will pick up money collected for in-flight meals from AM Ops as required.

2.4.1.4. The FSS will advise AM Ops of changes to the menus as soon as these changes become effective. The changes will not go into effect until updated menus are provided for crew use.

2.4.2. Lodging Services:

2.4.2.1. Assign rooms on base or arrange for contract quarters for all transient aircrews. Lodging will assign aircrew members into quarters appropriate for grade. To the maximum extent possible, assign aircrews to the same building when using on base facilities.

2.4.2.2. The Billeting Office will coordinate with the Command Post on a regular basis to ensure lodging requirements are known and to prearrange accommodations in a timely manner. During periods of increased operations tempo, more frequent contact with the Command Post is essential for updating arrival information.

2.4.2.3. Establish express check-in/check-out procedures for aircrews and integrate them into office Standard Operating Procedures. These aircrew actions should be incorporated into the Prime Knight brochure and briefed to the aircraft commander upon arrival at lodging.

2.5. 436 Operations Support Squadron:

2.5.1. Airfield Management will collect in-flight meal orders and money for departing aircrews using established procedures.

2.5.2. Departing aircrews should be reminded to fill out a Prime Knight Survey form and leave it in a drop box located inside base operations.

2.5.3. Airfield Management personnel should advise Command Post, services agencies, and transportation of potential issues or other mission impacting information as they learn of them through their interaction with the aircrews.

3. Measurement and Analysis.

3.1. The central collection point of completed Prime Knight Surveys will be in base operations. All agencies receiving completed original surveys are required to turn them into AM Ops or the Command Post within one duty day from receipt to help ensure a timely response and to correct identified deficiencies. The Command Post will collect the surveys from AM Ops as required (at least once a week).

3.2. The Command Post Prime Knight Manager will:

3.2.1. Develop and maintain the Dover AFB Prime Knight survey, ensure all transient aircrews are provided a copy of the survey and all surveys are collected.

3.2.2. Chart/Track the survey results to help facilitate process improvements and to present trend information (and unsatisfactory ratings) to wing leadership.

3.2.3. Report the survey items below the grade of satisfactory to the appropriate agency POCs for corrective action and comment within two duty days. Areas graded below satisfactory will include an explanation provided by the appointed agency POC identifying any additional information pertaining to the event/item and intended corrective action(s) if appropriate. The owning Group Commander should approve remarks before forwarding to the Wing Commander for review. All remarks for the previous month are due to the Command Post no later than the third duty day of the new month (i.e. coordinated May survey comments are due from Prime Knight POCs to the program manager no later than the third duty day in June). Unsatisfactory surveys received within one week of the report feedback due date can be slipped to the follow-on month to provide adequate time to research the situation and to develop a viable corrective action (if appropriate).

3.3. Corrective actions will be considered for all identified negative trends (not necessarily single/isolated events).

MARK D. CAMERER, Colonel, USAF
Commander, 436th Airlift Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFMAN 33-363, *Management of Records*, 8 November 2008

Prescribed Form

No Forms prescribed by this publication.

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*, 22 September 2009

Abbreviations and Acronyms

AF—Air Force

AFB—Air Force Base

AFI—Air Force Instruction

AM—Airfield Management

AFMAN—Air Force Manual

AFRIMS—Air Force Records Information Management System

AMC—Air Mobility Command

AW—Airlift Wing

CP—Command Post

FSS—Force Support Squadron

GDSS—Global Decision Support System

OPR—Office of Primary Responsibility

POC—Point of Contact

UDI—U-Drive-It