

**BY ORDER OF THE COMMANDER  
19TH AIRLIFT WING**

**LITTLE ROCK AIR FORCE BASE  
INSTRUCTION 34-246**



**21 JUNE 2011**

**Services**

**PRIME KNIGHT**

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This instruction implements AFI 34-246, *Air Force Lodging Program*. It expresses the 19th Airlift Wing Commander's policy for Prime Knight Services supporting AMC or AMC-gained transient aircrews traveling through Little Rock AFB. It applies to Little Rock AFB personnel who support the base Prime Knight program, including, but not limited to, the following agencies: Command Post, Vehicle Dispatch/Operations, Food Services, Lodging Services, and Airfield Management Operations. 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/gcss-af61a/afirms/afirms/>. 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.

**1. Purpose.** This instruction implements AFI 34-246, *Air Force Lodging Program*, and provides specific guidance on the implementation of the Little Rock Air Force Base Prime Knight program.

**2. Overview.**

2.1. Prime Knight (PK) is an all-encompassing activity for 19th Airlift Wing units and is intended to maximize the mission readiness and effectiveness of transient aircrews at Little Rock AFB. The consolidated efforts of Command Post, transportation, food services, lodging, and airfield management are critical to ensuring total mission support.

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

2.3. Command Post is the lead agency for the Prime Knight program at Little Rock 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 appropriate group commander will ensure a Prime Knight POC is provided for transportation, food services, lodging, and airfield management as a minimum. Each group is also responsible for ensuring their staffs are trained and organized to enhance Prime Knight Support.

### **3. Responsibilities.**

#### **3.1. Prime Knight (PK) Program Manager.**

3.1.1. Develop and maintain a base instruction outlining Prime Knight Program overview and implementation. Develop and maintain an aircrew brochure to issue to transient aircrews outlining Prime Knight Services and procedures for their reference. The appropriate group POC is responsible for ensuring their portion of the brochure is complete and accurate. Discrepancies/changes should be forwarded to the Command Post Prime Knight Manager as quickly as possible to ensure timely updates.

3.1.2. Command Post will forward copies of aircrew orders to lodging upon receiving them from the previous location or from the aircraft commander.

3.1.3. Command Post will deliver a copy of the lodging location (depicted on a base map - where aircrew will go to pick up full Prime Knight package) and Prime Knight brochure to Base Operations. Upon arrival at Base Ops, the aircraft commander will receive the package from airfield management.

3.1.4. During crew rest, Command Post will provide assistance to the aircrew regarding transportation needs and access to dining/services facilities to the maximum extent possible. This assistance will be accomplished in a workload-permitting manner, and should not be at the expense of completing normal duties.

3.1.5. At alert time, Command Post will inform the aircraft commander of mission details and arrange for transportation pickup if no U-Drive-It was provided. Command Post will follow the standard operating procedures for departing aircrews.

3.1.6. Airfield management will remind the aircraft commander to complete the Prime Knight survey and leave a copy at the drop box in Base Operations.

#### **3.2. Transportation**

3.2.1. Vehicle Dispatch will provide a crew bus to meet all transient aircrews within 10 minutes of block time for transport to Base Operations. Command Post will notify Vehicle Dispatch of the arrival time and parking location of all transient arrivals.

3.2.2. Vehicle Operations will provide a U-Drive-It (UDI) for Prime Knight transient aircrews. If no UDI is available, Vehicle Dispatch will provide on-call service to the transient aircrew to and from the crew's lodging location and on-base dining establishment.

3.2.3. If a Prime Knight UDI is not available for pick-up at Base Operations on the weekend for transient air crew, Command Post will coordinate transportation requirements through Vehicle Operations stand-by personnel.

3.2.4. After aircrew alert, and in conjunction with paragraph 3.1.5. above, Vehicle Dispatch will provide transportation to the departing aircrew using established procedures to Base Operations, armory, in-flight kitchen and the flight line as necessary.

### **3.3. Food Services**

3.3.1. Food services will provide access to flight meal support on a 24-hour basis, and access to food services at on base facilities to the maximum extent possible. During periods of increased operations tempo, consideration should be given to extending the normal operating hours at base dining facilities.

3.3.2. Food services will provide in-flight meal menus and service hours for all on base dining facilities in the Prime Knight aircrew package.

3.3.3. Advise the Command Post Prime Knight Manager of changes in order to update the brochure in a timely manner.

### **3.4. Lodging Services**

3.4.1. Lodging will 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 area location (same building preferred)/hotel. If a crew is divided into multiple buildings on base, no more than two stops will be required to pick up all crewmembers.

3.4.2. Lodging will build a package for aircrew IAW AFI 34-246 containing room keys, lodging information, non-availability slip (if applicable), a 19th Force Support Squadron insert for on base services, information for dining facilities in the local area, and any other pertinent information.

3.4.3. When the anticipated arrival time has passed, lodging will query Command Post on a regular basis to ensure the most current lodging requirements are known. During periods of increased operations tempo, more frequent contact with Command Post is essential for updating arrival information.

3.4.4. Lodging will establish express check-in/check-out procedures for aircrews and integrate them into office SOPs. These aircrew actions should be incorporated into the Prime Knight brochure and briefed to the aircraft commander upon arrival at lodging.

### **3.5. Airfield Management**

3.5.1. Airfield management will provide transient aircrews access to Prime Knight services in the form of assistance to the aircraft commander in obtaining an arrival briefing from Command Post via Base Operations telephones, and providing access to Prime Knight brochures and services inserts.

3.5.2. Airfield management will advise Command Post, services agencies, and transportation of potential changes as they learn of them through their interaction with the aircrews.

#### 4. Measurement and Analysis.

4.1. 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 airfield management at the earliest opportunity, in no case more than one duty day from receipt. Airfield management will coordinate with the Command Post Prime Knight Manager on a regular basis for collection and record keeping. The Prime Knight Manager is responsible for collecting and maintaining the surveys. In no case will completed surveys be left with airfield management for more than three days.

4.2. The Command Post Prime Knight Manager will review the completed surveys and distribute copies of the surveys below the grade of satisfactory to the appropriate POC for corrective action. Distribution from Command Post to other POCs will be within one duty day.

4.3. Command Post will chart the results of the surveys for review by wing leadership at the Wing Commander's discretion. Areas graded below satisfactory will include an explanation provided by the appropriate Prime Knight POC. The owning Group Commander should approve remarks before forwarding to the Wing Commander for review. All remarks for the previous month are due to Command Post NLT the third duty day of the new month, i.e. coordinated May survey comments are due from Prime Knight POCs to the program manager, NLT the third duty day in June.

MICHAEL A. MINIHAN, Col, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

AFMAN 33-363, *Management of Records*, 1 Mar 2008

***Prescribed Forms***

No Forms prescribed by this publication

***Adopted Forms***

AF 847, *Recommendation for Change of Publication*, 22 Sep 2009

***Abbreviations and Acronyms***

**IAW**—In Accordance With

**NLT**—No Later Than

**POC**—Point of Contact

**SOP**—Standard Operating Procedure

**UDI**—U-Drive-it