

**BY ORDER OF THE COMMANDER
JOINT BASE ELMENDORF-
RICHARDSON**

**JOINT BASE ELMENDORF-
RICHARDSON INSTRUCTION 34-135**



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PRIME KNIGHT

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This instruction implements Air Force Manual (AFMAN) 34-135, *Air Force Lodging and Air Force Laundry and Linen Exchange Programs*. It expresses the Joint Base Elmendorf-Richardson (JBER) Commander's policy for Prime Knight Services supporting Air Mobility Command (AMC) or AMC-gained transient aircrews traveling through JBER. It applies to JBER 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, Airfield Management Operations, and 732 Air Mobility Squadron (AMS). Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction (AFI) 33-322, Records Management and Information Governance Program, and are disposed in accordance with the Air Force Records Disposition Schedule, which is located in the Air Force Records Information Management System. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR), using the Department of the Air Force (DAF) Form 847, *Recommendation for Change of Publication*; route DAF Form 847s from the field through the appropriate functional chain of command. See [Attachment 1](#) for a Glossary of References and Supporting Information.)

SUMMARY OF CHANGES

This instruction was changed to update references and to incorporate updated information about the program.

1. Overview.

1.1. This instruction provides specific guidance on the implementation of the JBER Prime Knight (PK) program. PK is an all-encompassing activity for JBER units and is intended to maximize the mission readiness and effectiveness of transient aircrews. The consolidated efforts of the 673d Air Base Wing Command Post (ABW/CP), 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 JBER. The active involvement of all supporting commanders and their staffs are critical to ensuring the success of this program.

1.3. The 673 ABW/CP is the lead agency and program manager for the JBER PK program and will coordinate with the Maintenance Group, Operations Group, Mission Support Group, Logistics Readiness Group, and 732 AMS as needed to provide necessary assistance for transient crews from arrival through departure. As a minimum, the group commanders for transportation, food services, lodging, airfield management, and 732 AMS will appoint a PK point of contact (POC). Each group is also responsible for ensuring their staffs are trained and organized to enhance PK Support.

2. Responsibilities.

2.1. Prime Knight (PK) Program Manager.

2.1.1. Develop and maintain a base instruction outlining PK Program overview and implementation.

2.1.2. Develop and maintain an aircrew brochure to issue to transient aircrews outlining PK services and procedures for their reference. The group POC is responsible for ensuring their portion of the brochure is complete and accurate. Discrepancies and/or changes should be forwarded to the PK Manager as quickly as possible to ensure timely updates.

2.1.3. Collect and maintain completed PK Survey from aircrew. Respond to the Aircraft Commander (AC) via email addressing any complaints. Ensure procedures are adjusted accordingly to account for any inefficiencies in the PK program.

2.2. 673 ABW/CP.

2.2.1. Forward copies of aircrew orders to lodging upon receiving them from the previous location or from the AC.

2.2.2. Notify Vehicle Dispatch of the arrival time and parking location of all transient arrivals.

2.2.3. Provide a copy of the lodging location along with a PK brochure as part of the PK package to the aircrew.

2.2.4. Coordinate transportation for pickup at alert and arrival only. All other transportation needs are coordinated via the AC and vehicle ops after initial crew pick up upon arrival.

2.2.5. At alert time, inform the AC of mission details and arrange for transportation pickup if no U-Drive-It (UDI) vehicle was provided. 673 ABW/CP will follow the standard operating procedures for departing aircrews.

2.2.6. Remind the AC to either complete the Prime Knight Survey hard copy or via Interactive Customer Evaluation (ICE) comments.

2.3. Transportation.

2.3.1. Vehicle Dispatch will provide a crew bus to meet all transient aircrews within 10 minutes of block time for transport to the 673 ABW/CP building 10471.

2.3.2. Vehicle Operations will provide a UDI for PK transient aircrews, if available. 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. Vehicle Operations will only provide one meal/sustenance stop per aircrew for each transportation request.

2.3.3. After aircrew alert, and in conjunction with [paragraph 2.2.5](#) above, Vehicle Dispatch will provide transportation to the departing aircrew using established procedures to the 673 ABW/CP, armory, in-flight kitchen and the flight line as required.

2.4. Food Services.

2.4.1. 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.

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

2.4.3. Advise the PK Manager of changes in order to update the brochure in a timely manner.

2.5. Lodging Services.

2.5.1. The 673 ABW/CP submits lodging requests at least 12 hours prior to arrival or upon departure from previous location, and upon notification of mission divert or add on missions into PAED.

2.5.1.1. Aircrews can request lodging status updates during 3 hour out-call.

2.5.1.2. Lodging will assign rooms on base or issue letters of Non-Availability for all transient aircrews.

2.5.1.2.1. Lodging will provide reservation capability during all normal operating hours (e.g., at 24- hour lodging operations, aircrews should be able to make reservations at any time during that period).

2.5.2. Lodging will assign aircrew members into quarters appropriate for grade. Aircrews will be assigned to the same area location (same building preferred)/hotel to the maximum extent possible. If an aircrew is divided into multiple buildings on base, no more than two stops will be required to pick up all crew members.

2.5.3. Lodging will build a package for aircrew IAW AFI 34-135 containing room keys, lodging information, non-availability slip (if applicable), a 673d Force Support Squadron (FSS) insert for on base services, information for dining facilities in the local area, and any other pertinent information.

2.5.4. When the anticipated arrival time has passed, lodging will query 673 ABW/CP on a regular basis to ensure the most current lodging requirements are known. During periods of increased operations tempo, more frequent contact with 673 ABW/CP is essential for updating arrival information.

2.5.5. Lodging will establish express check-in/check-out procedures for aircrews staying in Government quarters and integrate them into office standard operating procedures. These procedures should be incorporated into the PK brochure and briefed to the AC upon arrival at lodging.

2.5.6. Contact the JBER Command Post (DSN: 317-552-3000) for additional questions

2.6. Airfield Management.

2.6.1. Airfield Management will advise 673 ABW/CP, services agencies, and transportation of potential changes as they learn of them through their interaction with the aircrews.

3. Measurement and Analysis.

3.1. **PK Survey Form and Installation ICE Comment Program.** These are the tools used to measure and analyze the PK Program. .

3.1.1. The central collection point for completed hard copy PK surveys will be the 673 ABW/CP. Transient crews will either leave a copy in the PK survey basket in the flight planning room, or hand it directly to the on duty controller handling the crew.

3.1.2. ICE PK surveys will be routed through the installation ICE comment program manager and distributed to the respective organization for a response.

3.1.3. The PK Manager will review the completed surveys and if needed, distribute copies of the surveys below the grade of satisfactory to the appropriate POC for corrective action.

3.1.4. The 673 ABW/CP will maintain electronic copies of the PK surveys along with their responses back to the crews.

3.2. **Survey Elevation.** If elevation to wing or group level is requested/required by the transient crew, the PK survey will be forwarded to the appropriate group or wing commander for adjudication/comment.

3.2.1. Upon group/wing commander review and/or comment, the PK manager will be responsible for closing the loop with the author of the PK survey. Expected completion time, or a response back to the crew, is seven days from the time the survey is given to the controllers.

KIRSTEN G. AGUILAR, Colonel, USAF
Commander

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

AFMAN 34-135, *Air Force Lodging and Air Force Laundry and Linen Exchange Programs*, 01 July 2019

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

Prescribed Forms

None

Adopted Forms

DAF 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AC—Aircraft Commander

AFI—Air Force Instruction

AFMAN—Air Force Manual

DAF—Department of the Air Force

IAW—In Accordance With

ICE—Interactive Customer Evaluation

JBER—Joint Base Elmendorf-Richardson

OPR—Office of Primary Responsibility

PAED—Elmendorf International Civil Aviation Organization Code

POC—Point of Contact

PK—Prime Knight

STIF—Station Information File

UDI—U-Drive-it

Office Symbols

ABW/CP—Air Base Wing Command Post

AMC—Air Mobility Command

AMS—Air Mobility Squadron

FSS—Force Support Squadron