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**Transportation**



**MILITARY AIRLIFT PASSENGER  
RESERVATION MANAGEMENT**

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This volume provides standard guidance in the operation and management of the Passenger Reservation Centers (PRC). It implements AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations*. This volume does not apply to Air National Guard or US Air Force Reserve units and members.

This volume requires the collection and maintenance of information protected by the Privacy Act of 1974. The authorities to collect and maintain the records prescribed in this volume are 10 U.S.C. 8013 and E.O. 9397. Privacy Act statements required by AFI 33-332, *Air Force Privacy Act Program*, are either incorporated in the body of the document or in a separate statement accompanying each document. System of Records Notice F024AMCA, Global Air Transportation Execution System (GATES), applies.

**SUMMARY OF REVISIONS**

**This document is substantially revised and must be completely reviewed.**

This is the third revised publication of AMCI 24-101, Volume 8. This regulation supersedes all previous guidance relating to PRC operations. This revision changes, reformats, consolidates, and renumbers information where necessary; relocates functional responsibilities from HQ AMC/DONR to HQ AMC/LGTP. Deleted AMC Form 24 requirement. Changed office symbols to coincide with recent organizational realignment/ restructuring. Deleted Passenger Reservation Management Branch (HQ AMC/DOJR). Added **Section B**--HQ AMC/LGTP, Passenger Policy and **Section C**--HQ AMC/LGTB, Business Management responsibilities. Deleted **Section B**--Plans, Program and System Analysis. Deleted AMC Passenger Travel Planning requirement. Deleted **Section C**--Training: See HQ AMC/LGTB responsibilities for training requirements. Changed old **Section E**--Airlift Capability to now Section-D HQ AMC TACC/XOGC, Passenger Airlift Capability. Added **Section E**--HQ AMC TACC/XOGC, Passenger Reservation Section responsibilities. Added **Section F**--Regional Passenger Reservation Centers' responsibilities.

Re-sequenced the regulation to ensure sections flow and correspond with each work center area of responsibility.

### ***Section A—General Information***

**1. Preface.** Policy and procedures pertaining to Department of Defense (DOD) passenger reservations are in accordance with DOD 4500.9-R, *Defense Transportation Regulation, Part 1, Passenger Movement*. AMC migrated to GATES on 30 November 1997 for booking passenger reservations at the PRCs, Transportation Offices (TO), Military Transportation Offices (MTO), and authorized Commercial Transportation Offices (CTO). GATES schedules the movement of DOD personnel engaged in official international air travel via AMC owned and/or controlled aircraft. MTOs and CTOs with GATES are required to book their own GATES reservations.

**2. Goal:** PRCs provide peacetime cost-effective passenger reservations for international passenger airlift, meeting the requirements of DOD customers while supporting the wartime mobilization base of the Civil Reserve Air Fleet (CRAF).

### **3. Objectives:**

- 3.1. Maximize utilization of AMC Patriot Express (commercially contracted aircraft) and Category M (military aircraft) passenger airlift capability.
- 3.2. Eliminate unnecessary procurement of commercial travel capacity.
- 3.3. Provide customers quality passenger reservation service to meet mission requirements.

### ***Section B—HQ AMC/LGTP, Passenger Policy***

### **4. Responsibilities:**

- 4.1. Develop and implement policy and procedural guidance for the operation of the passenger reservation system.
- 4.2. Direct and conduct special studies of the movement of DOD travelers who use the passenger reservation system.
- 4.3. Evaluate efficiency of passenger movement programs.
- 4.4. Coordinate manpower management for PRCs.
- 4.5. Coordinate and conduct annual Passenger Reservation Conference, in conjunction with TACC/XOG.

### ***Section C—HQ AMC/LGTB, Business Management***

### **5. Responsibilities:**

- 5.1. Interpret and analyze passenger movement information for HQ AMC/LGT.
- 5.2. Perform inquiries to verify passenger movement and determine the efficiency of the passenger reservation system.

- 5.3. Coordinate the replacement of computer systems for the PRCs on a 3-year refresh cycle.
- 5.4. Provide GATES training on booking passenger reservations to all MTOs and CTOs; all training will be conducted at Scott AFB, IL.

#### ***Section D—HQ AMC TACC/XOGC, Passenger Airlift Capability***

**6. Responsibilities:** HQ AMC TACC/XOGC manages peacetime, contingency, and wartime passenger seat capability on a worldwide basis. They plan, analyze, and adjust AMC-funded military and commercial airlift scheduling of passenger seat capability to fulfill DOD requirements with optimum utilization.

- 6.1. Objectives and Goals. Determines the appropriate level of capability to maximize the passenger utilization rate for each movement channel. Provides a timely release of acquired capability to ensure the best available service to DOD customers and best utilization of DOD resources.
- 6.2. Monthly Utilization Analysis. Provides management with analysis of utilization trends by major geographic areas and direction (inbound/outbound) for commercial charters (Patriot Express).
- 6.3. TACC Projection of Passenger Movement. Provides projection of total commercial passenger airlift requirements to appropriate staff agencies for incorporation in the commercial contract purchase solicitation.
- 6.4. Controlled Release. The release of capability is based on decision elements such as high-threat areas, economic factors, availability of alternate modes, etc. Seats placed in hold are not used unless approved by the controlling capability function.
- 6.5. Mission Suspension. With input from regional PRCs, TACC determines the need to suspend flights as early as feasible. Missions considered for suspension are those with very low booking utilization.
- 6.6. Rescheduling Allowable Cabin Load (ACL) on Patriot Express and Category M missions. Capability Forecasting and PRCs can adjust the ACL between channels to book passengers; however, all total ACL increases or decreases to a flight must be approved by TACC/XOG.
- 6.7. Overbooking. An overbooking factor, not to exceed 10%, may be applied on a case-by-case basis to Patriot Express flights.
- 6.8. Transfer of Reservation Control. AMC Passenger Service Centers (PSC) assume control of mission modifications upon execution of the premanifest lockout. After lockout, any PRC modification to a mission will be coordinated with the PSC for all missions. PSC should request the premanifest and lockout the flight 24 hours prior to scheduled mission departure, however no earlier than 72 hours prior to scheduled mission departure.
- 6.9. Adjust seat ACL. ACL will be adjusted to accommodate first-come, first-serve booking requirements.
- 6.10. Pet Bookings. TACC loads pet spaces for AMC-owned and controlled flights. The regional PRCs have the authority to load intratheater pet spaces on authorized channels. TACC and regional PRCs are responsible for the daily review of pet hold list. HQ AMC/LGTP is responsible for AMC pet policy.

- 6.11. Military Working Dogs (MWD). TACC/XOG Cargo Managers (bookies) space block handlers with MWD on AMC cargo missions or dual-configured flights. MWD movements on Patriot Express missions must request approval through TACC/XOG.
- 6.12. Special Meal Request. TACC is responsible for processing special meal requests.
- 6.13. Hold List. Manages the hold list and issues Non-Availability Card as required.
- 6.14. Provide back-up capability to the ports. When possible, provides limited back-up capabilities to the ports when there is a GATES problem. When possible, this includes locking out the flight and providing the premanifest for manual port operations.

### ***Section E—HQ AMC TACC/XOGC, Passenger Reservation Section***

#### **7. Responsibilities:**

- 7.1. Accept reservation transactions from authorized MTOs, CTOs, and Casualty Office for Next of Kin (NOK) movement, and other individuals as indicated in DOD 4500.9-R, Part 1.
- 7.2. Assist all OCONUS/CONUS MTOs, CTOs, with advice and support for procedural problems. Although primary areas of responsibility are established, PRCs accept reservation requests from any authorized location for any authorized channel.
- 7.3. Manage and maintain the Routing Indicator (RI) file, administrative address, E-mail address, and Defense Switch Network (DSN) numbers. The RI file is updated as changes are received from MTOs and authorized CTOs. RI files will be created or deleted as required for reservations agencies.
- 7.4. Manage pet ACL on AMC Patriot Express missions, to include in-cabin spaces.
- 7.5. Issue Non-Availability Card (Y-cards) as required.
- 7.6. Provide backup capability to the ports when there are system problems: When possible, includes locking out the mission and providing premanifests for manual port operation.
- 7.7. Group Movement. TACC is responsible for daily review of the group status report and ensuring required names are applied in GATES. Group requests without individual names, 10 days prior to flight, are subject to cancellation. TACC will not cancel the request without notifying the requester. Group travel requests submitted within 10 days of flight must include passenger name to be valid. Transportation Offices with GATES are now required to book their own Group Travel reservations.
- 7.8. TACC/XOG will provide training support to HQ AMC/LGTB for the GATES Reservation training.
- 7.9. Coordinate and conduct annual Passenger Reservation Conference, in conjunction with HQ AMC/LGTP.

### ***Section F—Regional Passenger Reservation Centers: 726 AMS/TRR, Rhein Main AB Germany; 730 AMS/TRR, Yokota AB Japan; 735 AMS/TRR, Hickam AFB Hawaii.***

#### **8. Responsibilities:**

- 8.1. Accept reservation transactions from authorized MTOs, CTOs, and Casualty Office for Next of Kin (NOK) movement, and individuals as indicated in DOD 4500.9-R, Part 1.

- 8.2. Issue Non-Availability Card (Y-cards) as required.
- 8.3. Provide advice and support on procedural problems to all regional MTOs and CTOs.
- 8.4. Provide limited backup capabilities to the ports when there is a GATES system problem. When possible, this includes locking out the flight and providing the premanifest for manual port operations.
- 8.5. Provide passenger reservation services and related travel information to DOD members and other authorized agencies.
- 8.6. Adjust seat ACL. ACL will be adjusted to accommodate first-come, first-serve booking requirements.
- 8.7. Special Meal Request. Responsible for processing local MTOs and CTOs special meal requests.

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

DOD 4500.9-R, *Defense Transportation Regulation, Part 1*

AFI 33-332, *Air Force Privacy Act Program*

***Abbreviations and Acronyms***

**ACL**—Allowable Cabin Load

**CRAF**—Civil Reserve Air Fleet

**CTO**—Commercial Transportation Office

**DOD**—Department of Defense

**DSN**—Defense Switch Network

**GATES**—Global Air Transportation Execution System

**MTO**—Military Transportation Office

**MWD**—Military Working Dog

**NOK**—Next of Kin

**PRC**—Passenger Reservation Center

**PSC**—Passenger Service Center

**RI**—Routing Indicator

**TO**—Transportation Office