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Transportation

**COMMERCIAL AIRLIFT MANAGEMENT-
CIVIL AIR CARRIERS**

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This instruction outlines policy, provides guidance, and establishes uniform procedures for managing commercial airlift missions under contract to Air Mobility Command. It outlines duties and responsibilities and provides guidance and uniform procedures for inspections and reviews of carrier performance for Department of Defense (DOD) agencies acquiring commercial airlift services. Air Mobility Command (AMC) authority, as the executive agent for the single manager operating agency for airlift services, is derived from Public Law 99-661, *FY 87 National Defense Authorization Act*, DOD Directive 4500.53, *Department of Defense (DOD) Commercial Air Transportation Quality and Safety Review Program*, 12 Dec 2000. The guidance contained in this instruction is applicable to other USAF commands and DOD agencies whenever they are charged with responsibilities by appropriate authority and or concur in carrying out aspects of the policies and procedures contained herein according to interservice agreements, and or within the Air Force by MAJCOM agreements in accordance with AFI 25-201, *Support Agreement Procedures*. It does not apply to Air National Guard or United States Air Force Reserve units. This instruction is for Government use and does not create any rights or remedies among civil air carriers or other entities. Matters that relate to contract formation, administration, and content are controlled by appropriate acquisition laws, regulations, and documents.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

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Chapter 1

INTRODUCTION

Section 1A—General

1.1. Scope. Provisions of this instruction pertain to DOD acquired commercial airlift. This instruction applies to all personnel of the Air Mobility Command and personnel of other DOD agencies according to appropriate regulations, instructions, and support agreements. This instruction covers contract management, contract coordination, supervision, support, capability surveys, survey teams, inspection functions, and inspection teams. Responsibilities carried out according to this instruction will have the same priority as normal mission operations support given AMC military airlift aircraft.

1.2. Supplements. Subordinate unit supplements to this instruction that change the basic policies, procedures, or formats prescribed are prohibited.

Section 1B—General Policy

1.3. Assignment of Responsibilities.

1.3.1. HQ AMC/A3:

1.3.1.1. HQ AMC/A34Y, DOD Contract Airlift Division, has responsibility for the contracting and administration of international and domestic commercial airlift.

1.3.1.2. HQ AMC/A34B, DOD Commercial Airlift Division, in accordance with 32 CFR Part 861, conducts capability surveys with an emphasis on safety and provides continuous analysis of each carrier participating, or desiring to participate, in the commercial movement of DOD traffic. This office also has sole responsibility for policy and procedures for admittance to the Civil Reserve Air Fleet (CRAF), determination of acceptability of aircraft for the CRAF, and computation of mobilization values for award of international peacetime business.

1.3.1.3. DOD Commercial Airlift Review Board (CARB). The CARB reviews recommendations provided by the DOD Commercial Airlift office regarding the capability and eligibility of an air carrier or operator performing or seeking to perform airlift services for DOD. Using survey and analysis data, the board approves or disapproves an air carrier's initial entry into the DOD Air Transportation Program and approves the continued use of a carrier. (The CARB is constituted under the requirements of 10 USC 2640. The CARB procedures and standards for review are listed in 32 CFR 861). The CARB may also defer or recommend actions to the appropriate contracting officer regarding a carrier that fails to satisfy DOD contractual requirements. CARB actions may include approval, non-approval, temporary nonuse, suspension, reinstatement, discussions with the carrier or FAA, etc.

1.3.2. HQ AMC/SG, Surgeon General, develops and monitors policies and procedures for supervision and improvement of health service aspects of food service, in-flight feeding, and flight sanitation programs for commercial augmentation airlift service. The director of base medical services, or their representatives, will conduct such inspections as necessary to ensure contract compliance as pertains to the medical aspects of billeting, ground feeding, in-flight feeding, and fleet sanitation.

1.3.3. HQ AMC/A44, Aircraft Maintenance Division, has overall responsibility for ramp inspections according to AFI 21-101, AMC Sup 1, Attachment 10, *Ramp Inspection Program*.

1.3.4. The HQ AMC Tanker/Airlift Control Center (TACC) will maintain scheduling control of the commercial airlift carrier operations.

1.3.4.1. The TACC will flight follow domestic and international commercial charter aircraft.

1.3.4.2. The Directorate of Current Operations (TACC/XOO) receives domestic and international airlift SAAMs and analyzes requirements and applies airlift resources to determine required amount of commercial augmentation. Establishes schedules with the contract carrier following the award or modification of commercial augmentation missions. Provides ground separation between aircraft and resolves conflicts between scheduled missions.

1.3.4.3. The Directorate of Global Channel Operations (TACC/XOG) receives validated channel airlift requirements from USTRANSCOM and develops both commercial fixed and expansion buy purchase requests.

1.3.4.4. The Directorate of Global Readiness (TACC/XOP) receives international and domestic exercise and contingency requirements.

1.3.5. Base Command Post or enroute AMCC will notify ground support agencies of contract airlift arrivals and departures and perform functions outlined in AMCI 10-202, V2, *AMC Command and Control (C2) Responsibilities and Procedures*.

1.3.6. AMC unit and enroute commanders will ensure necessary local support is provided to guarantee contractual compliance by the government and the contract carrier. Support group commanders at AMC bases will be responsible for performing those services, which are defined in the contract as government responsibilities. The unit commander of an AMC en route maintenance activity at a non-AMC base will be responsible to arrange those government services as specified in the intercommand/interservice support agreement as an AMC tenant responsibility. Where no intercommand/interservice support agreement is in effect, the AMC unit commander will be responsible for those government services as agreed to between the AMC unit commander and the host support group commander.

1.3.7. Quality Assurance Personnel are charged with the responsibility to monitor and record contract performance in accordance with the Quality Assurance Surveillance Plan.

1.3.8. Unit maintenance inspectors are responsible for performance of the visual pre-flight safety inspection using AMC Form 234, in accordance with AFI 21-101, AMC Sup 1.

1.3.9. Administrative Contracting Officers (ACO)/Contract Administrators (CA) are responsible for the management of assigned contracts acting within specific authority as delegated by the Procuring Contracting Officer (PCO) and outlined in this regulation and A34YM Policy Letter FY04-01, *Carrier Departure Performance and Evaluation Procedures*.

1.4. Forms Prescribed.

1.4.1. **AMC Form 126, AMC Airlift Contract Administrator/Quality Assurance Personnel (QAP) Checklist**

1.4.2. **AMC Form 166a, Preflight Surveillance Activity Checklist (For Use by Quality Assurance Personnel).**

- 1.4.3. **AMC Form 166b, Contract Discrepancy or Violation Notice-Civil Aircraft.**
- 1.4.4. **AMC Form 166c, Inflight Surveillance Activity Checklist (For Use by Range Riders)**
- 1.4.5. **AMC Form 166d, Pre-Flight/In-Flight Surveillance and Violation Report (For Use by Domestic Range Riders)**
- 1.4.6. **AMC Form 8, Civil Aircraft Certificate.**
- 1.4.7. **AMC Form 212 Commercial Carrier Aircraft Delay Report**
- 1.4.8. **AMC Form 234, AMC Ramp Inspection Checklist**
- 1.4.9. **AF Form 457, USAF Hazard Report**

Chapter 2

DUTIES AND RESPONSIBILITIES

2.1. General. Various functional specialties participate as a contract management team to ensure proper mission execution. Each individual is expected to use good judgment, and common sense to plan, coordinate and execute their actions. All personnel assigned to contract airlift operations will read, understand and comply with the provisions of DOD 55007-R, *Joint Ethics Regulation* implementing DOD Directive 5500.7, *Standards of Conduct*, 30 Aug 93.

2.2. Duties and Responsibilities of Administrative Contracting Officers (ACOs).

2.2.1. An ACO is designated by HQ AMC/A34Y and warranted by HQ AMC/A4C. Contracts are delegated for administration by the HQ AMC PCO and include specific contracts under jurisdiction of AMC. The ACO is a duly appointed contracting officer and will not be assigned additional duties, which interfere with the effective discharge of contracting duties. In order to establish responsible supervision, HQ AMC/A34YM is established at HQ AMC within A34Y.

2.2.2. Specific duties and responsibilities for AMC/A34YM are as follows:

2.2.2.1. Resolve operational problems on missions outside 24 hours of operation according to terms of the applicable contract and in coordination with other AMC agencies.

2.2.2.2. Prepare necessary supporting documents and recommends necessary changes to the PCO.

2.2.2.3. Resolve problems involving failure of the contracting parties (government or carrier) to comply with contract provisions.

2.2.2.4. Ensure inspections of performance and operation of AMC contract missions are performed according to the contract and Quality Assurance Surveillance Plan.

2.2.2.5. Monitor schedule reliability of civil air carrier's performance and take action when performance falls below contract standard. Keep the PCO informed of the carriers who fail to maintain the contract standards.

2.2.2.6. Perform enroute inspections utilizing AMC Form 166c.

2.2.2.7. Perform as Contract Airlift Division Duty Officer for all problems regarding commercial contract airlift that arise during non-duty hours at HQ AMC, which cannot be resolved, by the field ACOs/CAs.

2.2.2.8. Complete annual past performance reports in accordance with Federal Acquisition Regulation requirements and process through the CPAR program.

2.3. Duties and Responsibilities of Operating Locations at McGuire AFB NJ and Travis AFB CA. (Contract Airlift Management Office (CAMO))

2.3.1. OL ACOs/CAs function as primary members of the senior on-site AMC commander's staff with authority to communicate directly on all international and domestic airlift contract matters. They will receive letters of delegation from HQ AMC/A34YM. These delegations remain in effect unless specifically withdrawn or until the contract expires.

2.3.2. In addition to performing delegated contract administration functions and CA duties as specified in paragraph 2.4., specific duties and responsibilities are as follows:

- 2.3.2.1. Provide advisory service to AMC commanders and staff on all contract airlift matters.
- 2.3.2.2. Resolve operational problems within 24 hour of operation according to the terms of the applicable contract and in coordination with other AMC agencies.
- 2.3.2.3. Ensure surveillance visits are conducted at the contract administration functions within their area of responsibility.
- 2.3.2.4. Establish a Host Carrier/Station visitation schedule required by [Attachment 3](#).

2.4. Duties and Responsibilities of Regional ACOs and Cas:

2.4.1. The basic responsibilities of regional ACOs and Cas are to monitor and enforce the civil carrier's compliance with the contract provisions.

2.4.2. In addition to those ACO duties outlined in this regulation, and listed in their letters of delegation, specific duties of regional ACOs and Cas may include:

- 2.4.2.1. Reporting contract carrier's performance and contract compliance to the appropriate OL ACO.
- 2.4.2.2. Coordinating with QAPs, inspectors, and other concerned government agencies.
- 2.4.2.3. Monitoring all contracts to preclude unauthorized actions.
- 2.4.2.4. Maintaining liaison with the appropriate medical authorities.
- 2.4.2.5. Conduct host carrier meetings in accordance with [Attachment 3](#).
- 2.4.2.6. Assist in conducting initial/refresher QAP training on contract requirements.
- 2.4.2.7. Perform Range Rides (in-flight inspections) on commercial contract air carriers as directed by the respective CAMO using AMC Form 166c as a checklist.
- 2.4.2.8. ACOs/CAs may utilize Mission Route Support (MRS) designation for Range Rides when approved by their CAMO.

2.5. Duties and Responsibilities of Maintenance Inspectors: The basic responsibility of the maintenance inspector is to perform a generalized pre-flight safety inspection of civil aircraft positioned for departure at origination and turnaround stations and to advise the QAP and/or ACO/CA of any identified obvious failure on the part of the carrier to provide a mechanically acceptable and safe aircraft for the mission. The duties and responsibilities of maintenance inspectors performing ramp inspections are detailed in AFI 21-101, AMC Sup 1, Attachment 10.

2.6. Duties and Responsibilities of Medical Personnel:

2.6.1. Medical personnel at all levels will provide technical assistance and guidance to the ACOs/Cas and QAPs when requested to assure compliance with medical aspects of the contracts.

2.6.2. Chief, Public Health, Walson AF Hospital, Ft Dix NJ 08640-5000, and 60 MDG/SGPM, 101 Bodin Circle, Travis AFB CA 94535-1800, act as military public health advisors to the Ols.

2.6.3. Operational Medical Responsibility: A minimum number of missions (no less than one per calendar year quarter) from each contract carrier will be inspected, at those stations where such aircraft are either catered or serviced.

2.6.3.1. Processing of Derogatory Bacteriological Examinations of Water Samples. When a lab report is received, the local public health inspector will notify the QAP of the trip number and specific deficiency, note the name of the QAP, the date and time the QAP was notified. If the QAP is not immediately available, the public health inspector will immediately notify the Chiefs of Public Health at Ft Dix or Travis AFB (who in turn will forward specific data to the OL so that follow-up action can be initiated by the ACO).

2.6.3.2. Medical Findings and/or Recommendations. Medical findings/recommendations that have a bearing on a contract will be submitted in writing to the ACO or CA for necessary action.

Chapter 3

AMC REVIEW OF PERFORMANCE

3.1. General. AMC will conduct performance and operation inspections of each carrier and individual aircraft during the performance period of the contract. It is the policy of AMC that civil air carriers must provide an acceptable standard of performance and operate in an unquestionably safe manner. All deficiencies and each failure to meet flight, ground or explosive safety requirements contract requirements or schedules must be accurately recorded and reported. The carrier must also be promptly notified of these deficiencies/failures.

3.2. Reporting Responsibility. Responsibility for the accurate and timely classification and reporting of civil air carrier capability and performance will be discharged by the following:

3.2.1. HQ AMC/A34B for all recommendations to contracting agencies as to carrier airworthiness to perform specific contracts in accordance with 32 CFR Part 861.

3.2.2. The CA for contract deficiencies on all missions in accordance with [Chapter 2](#) of the instruction and preparation and submission of AMC Forms 166b and 166c.

3.2.3. The QAP for the aircraft standards of service on AMC missions and preparation and submission of AMC Forms 166a, and 166b in accordance with the Quality Assurance Surveillance Plan.

3.2.4. HQ AMC/A44MP AMC Ramp Inspection Program Manager coordinates ramp inspections of those chartered aircraft departing the Continental United States (CONUS) for overseas locations. AMC inspectors have no authority to dismantle civil aircraft. Should a walk-around inspection indicate a need for further investigation by removing covers, cowls, etc., the carrier may be asked voluntarily to perform this function with no obligation to the government, or the closest FAA representative may be requested to perform an airworthiness inspection.

3.3. Carrier Performance and Evaluation Review:

3.3.1. HQ AMC/A34Y is responsible for reviewing performance of AMC contract carriers and taking necessary action with respect to those carriers who fail to meet the minimum acceptable standards set forth in the contract. Specific procedures for carrier reliability evaluation are in A34YM Policy Letter FY04-01.

Chapter 4

BASE SUPPORT AND DOCUMENTATION

Section 4A—Services and Supplies

4.1. General. In keeping with established policy, contract carriers will obtain services, supplies and facilities from commercial sources whenever possible, except as provided for in the contract and paragraphs 4.3. through 4.4.

4.2. Contract Carrier-Provided Support:

4.2.1. The AMC contract carrier will provide for all of their own services through commercial sources when transiting nonmilitary locations except at those locations where services provided under a gateway or CATO contract.

4.2.2. When transiting a military base, the AMC contract carrier will provide personnel, facilities, supplies and equipment necessary to perform air transportation services called for in the airlift services contract, except as provided for in paragraphs 4.3. and 4.4.

4.2.3. The carrier may employ off-duty military members and DOD civilian employees to perform contract services provided all requirements of DOD and AF regulations, labor contracts, local laws and agreements for such employment are met.

4.3. Government-Furnished Services and Equipment. The ACO/CA will ensure the government furnishes all necessary equipment and personnel to provide the services listed in the Statement of Work of the current airlift contract.

4.4. Emergency Maintenance Support of AMC Contract Airlift. Normally, the government is not obligated to provide aircraft maintenance repair support to civil carriers operating into military installations. However, under emergency conditions or unusual circumstances, it may be necessary. If maintenance support is provided it must be accomplished and/or supervised by FAA certified technicians.

Section 4B—Reimbursable Support

4.5. General. AFIs 10-1001, *Civil Aircraft Landing Permits*, 10-1002, *Agreements for Civil Aircraft Use of Air Force Fields*, and AFMAN 23-110, *USAF Supply Manual* and this regulation, provide policy concerning furnishing of services, equipment, and supplies to civil air carriers. Generally, carriers operating under contract are required to reimburse the government for all items and services. This includes, but is not limited to, such things as labor for maintenance, parts, food, antifreeze, and the sale of aviation fuel and oil.

4.6. Authorization and Documentation:

4.6.1. Requests for Logistical Support Not Authorized by the Contract. The carrier representative or aircraft commander will make requests in writing to the local support group commander. Such requests will be recorded on appropriate forms.

4.6.2. It is within the support group commander's, or a designated representative authority to determine if support, (except for support authorized by the contract) will be provided.

4.6.2.1. The Support Group Commander or designated representative is responsible for ensuring receipt of cash reimbursement or charge sale documents for all logistical reimbursable support furnished prior to departure of the commercial aircraft.

4.6.2.2. Policy with Respect to Cash or Credit Sales. Requirements for cash or credit sales will be IAW AFIs 10-1001, 10-1002, and AFMAN 23-110.

4.6.3. Determination of Charges:

4.6.3.1. Petroleum Sales. Charges will be according to the contract and AFJI 23-207, *Aviation Fuel and Oil Issues to Contract, Charter, and Civil Aircraft*.

4.6.3.2. Food Service:

4.6.3.2.1. Ground feeding charges, including surcharge, will be according to AFI 34-239, *Food Service Management Program*.

4.6.3.2.2. In-flight meal reimbursement will be according to AFI 34-239.

4.6.3.3. Billeting. Charges will be according to AFI 34-246, *Air Force Lodging Program*.

4.6.3.4. Supplies, equipment, and services. Charges will be according to AFIs 10-1001, 10-1002, and AFMAN 23-110.

Section 4C—AMC Form 8, Civil Aircraft Certificate

4.7. General. AMC Form 8 is a document for certifying transportation taxes, customs and immigrations rendered by commercial carriers pursuant to terms of the international airlift contracts for planeload lots. It will never be used for documenting missions performed by military aircraft, or for any carrier-performed flights other than Category "B." It will only be utilized on CAT B passenger and combi missions departing and arriving in CONUS, Hawaii and Alaska. For the purpose of this chapter, CONUS represents the lower 48 states, Alaska and Hawaii.

4.8. Responsibility for Preparation and Issuance:

4.8.1. Normally, the contract administrator will prepare Sections I and II of the AMC Form 8, and will furnish the port-level QAP at the CONUS originating and terminating stations the original and two copies. The QAP at all applicable CONUS originating and terminating stations will complete AMC Form 8, Section III. On missions with multiple CONUS departures, the last location prior to the overseas leg will complete the AMC Form 8. On inbound missions with multiple CONUS arrivals, the first arrival will complete the AMC Form 8. The QAP will ensure the original of the AMC Form 8 is returned to the carrier's representative and one copy is sent to the appropriate CAMO. When a mission originates at a station without the services of a CA, the QAP will initiate and prepare the AMC Form 8, Sections I, II, and III.

4.9. Documenting AMC Form 8. The contract administrator or QAP will enter the following data on AMC Form 8:

4.9.1. Number of Certificate. Enter the four-letter ICAO location identifier code with a four-digit number to be assigned consecutively, beginning with 0001; i.e., KSUU 0001. After the number reaches 9999, it reverts to 0001. The completion of a fiscal or calendar year does not change the sequence.

4.9.2. Contract Terms Block I. Obtain the information needed to complete the carrier, GACL and contract number blocks from the contract; item/delivery order number from AMC Passenger Schedule, scheduling message or other mission setup directives, as appropriate. Enter the carrier's name as shown on the face of the contract. Carriers will be required to show the correct trip price on their billing, which will be verified by DFAS/Omaha prior to payment. In the date block, enter date the AMC Form 8 is issued, name, grade and title of issuing official (CA or QAP)) and signature. The AMC Form 8 must bear the signature of the issuing official.

4.9.3. Trip Data Block II. Obtain the information needed to complete blocks in this section from the AMC Passenger Schedule, or other mission set-up directive, as appropriate.

4.9.3.1. Enter the four-letter station identifier code for all stations scheduled to be transited as specified in the AMC Passenger Schedule or scheduling message. If this routing is different than purchased, also enter the four-letter identifier code for all stations as purchased. For a round trip AMC Form 8, R/T may be added in lieu of station codes on the return mission if routing is the same as for the outbound mission. Enter ferry legs as en route stations and identify as ferry legs. Examples:

4.9.3.1.1. For R/T Mission: KSEA-PANC-RJTY-RKSO R/T (applicable only when scheduled return routing is through all the stations shown for outbound leg); or,

4.9.3.1.2. For R/T Mission: KBWI-EDAF-ferry to EGUN-KBWI.

4.9.3.1.3. For O/W Mission: KSUU-PHNL-PGUM.

4.9.3.1.4. For O/W Mission: KSEA-PANC-RJTY(T)-RODN.

NOTE: (T) signifies a traffic stop procured to meet a known requirement.

4.9.3.2. Trip Number Block. Enter data obtained from the AMC Passenger Schedule or other mission setup directive, as appropriate. Enter both trip numbers if a round trip. Enter the complete trip number including all prefixes; that is, TBP R1A1/20, or for a special mission TAM/N2649/04.

4.9.3.3. Month of operation (enter both the month and the last two digits of the year; e.g., July 04). The AMC Form 8 will always reflect the month in which the trip is scheduled to operate, regardless of the fact that the mission may be the return portion of a round trip, which originated during the previous month.

4.9.3.4. Type Aircraft. Enter data obtained from the AMC Passenger Schedule or other mission setup directive, as appropriate.

4.9.3.5. Tail Number. Enter FAA registration number(s) (or designated tail number) of the aircraft performing the contract mission to include any alpha prefixes and suffixes.

4.9.4. Certificate of Services Performed and Accepted Block III. Complete the columns provided in the flight log summary as follows:

4.9.4.1. Station Column. Enter the four-letter location identifier code for all stations actually transited as a traffic stop, or an operational stop when traffic is actually off or unloaded. Traffic stops

are all originating and terminating stations, and those en route stations set forth in the AMC Passenger Schedule identified by the letter "T," and are shown in the routing block of AMC Form 8 by the (T), following the station identifier.

4.9.4.2. Offload, Onload, and Departure Load Columns. QAP will enter in the appropriate columns, the traffic moved in passengers, as follows:

4.9.4.2.1. Passenger Trips. Enter number of passengers carried in the offload, onload and departure block.

4.9.4.2.2. Reflect no weights in pounds in the departure load block and make no remarks until the baggage weight (including mail, cargo, courier materials, etc.) becomes excess baggage.

4.9.4.3. Certifying Signature of Station/Aerial Port QAP or Assistant QAP. Only officers or fully qualified traffic (2T2XX) personnel who possess a 5-level AFSC or higher or equivalent civilian personnel will be delegated the authority to sign the Flight Log Summary of the Certificate of Services Performed and Accepted (onload/offload departure load data). Delegation of authority to certify the certificate will be made in writing by the aerial port commander/operations officer (or comparable authority in other military activities). Individuals will not sign on behalf of others, but will sign only in their own name.

4.9.5. Block IV, Carrier's Certificate of Services Performed. At destination station the QAP is responsible for securing carrier's certification of services performed. In appropriate spaces enter date the mission was completed and name and signature of carrier's representative (or aircraft commander if acting as a representative).

4.10. Correction of Erroneous AMC Form 8:

4.10.1. The AMC Form 8 will include in the remark section any data available that could affect carrier payment. In the event discrepancies in documentation, which could affect payment, are discovered after release of contractual documents, QAP will expedite, by message, necessary information to the CAMO.

4.10.2. Minor discrepancies, which do not affect payment, discovered after release of contractual documents will be forwarded within three workdays in a message to the CAMO explaining the discrepancies.

4.11. Issuance of Supplemental AMC Form 8:

4.11.1. For the purpose of making corrections after AMC Form 8 distribution has been made, the respective CAMO will be responsible for issuing supplemental AMC Form 8.

Section 4D—Deficit Traffic

4.12. General

4.12.1. On all cargo and passenger missions, any differences between the amount of guaranteed ACL and the amount of ACL provided by the carrier representative on the day of departure must be fully documented by the QAP in a memorandum via email or fax to the CA within 24 hours of occurrence. Space available passengers are considered traffic available for movement for Category "B" flights in determining whether there is a deficit.

4.13. Documentation

4.13.1. When explaining differences between the departure load and the guaranteed ACL, the QAP will use **Attachment 2** for calculation of deficit and standard remarks set forth in **Attachment 4**. Differences between departure load may or may not result in a deficit being assessed against the carrier. The contract coordinator will make sure the situation cited in the memorandum is according to all the facts. When standard remarks do not apply to the situation, the QAP will fully explain the difference between the departure load and the guaranteed ACL clearly and concisely in the QAP's own language.

Chapter 5

CONTRACT OPERATIONS

Section 5A—Flight Operations

5.1. General. AMC contract carriers will assure that air taxi service used to support their AMC contract operation at a military station is approved by the support group commander. Failure to obtain prior approval could result in payment of landing fee and delay in departure.

5.2. Standards of Operation and Safety of Flight. Civil carrier pilots will immediately submit an AF Form 457, *USAF Hazard Report*, to the Air Force base operations where a hazardous incident occurs, or at any other Air Force base operations facility according to AFI 91-204, *Safety Investigations and Reports*. This regulation further provides that any person, military or civilian, even though not involved may also submit these hazard reports (HRs). HRs may be relayed via military radio facilities when such action is determined to be necessary by the pilot.

5.3. Scheduling of Airlift - International. Schedules can be formulated once HQ AMC/A34Y has awarded the mission. Schedule timing is based on user requirements and subject to terminal and/or airfield operations restrictions. Schedules agreed to between the TACC scheduling personnel and carrier will be adhered to as closely as possible. Unauthorized configuration changes at the local level constitute unauthorized contracting actions and the individuals responsible may be held pecuniary liable for any additional cost to the government.

5.3.1. Schedule changes: Category "B" passenger and cargo missions are procured and scheduled for operation over specific routes and on specific dates. Process the following schedule changes through the TACC to HQ AMC/A34YM for action:

5.3.1.1. Any change to the route specified by the contract or delivery order.

5.3.1.2. All changes to scheduled departure times not mutually agreed upon by the contract carrier and TACC scheduling personnel.

5.3.1.3. Any change in the performance date of more than 24 hours. Changes of less than 24 hours prior to performance can be mutually agreed to between the carrier and TACC scheduling personnel.

5.4. Route Briefing:

5.4.1. The contract air carrier will provide all maps, charts, let down plates, and any guidance in the FAA-approved company operations manual (or route manuals) for the route to be flown, except as provided for in the AMC contract.

5.4.2. At all stations having an AMC briefing capability, an unclassified route briefing will be given to AMC contract carrier crews when they request it. This briefing will include information on the existence of buffer zones and procedures to follow so as to prevent inadvertent overfly of sensitive areas.

5.4.3. The AMC TACC will provide, and keep current, briefing material on buffer zones/sensitive area boundaries and procedures to all carriers. Material will be limited to unclassified data and sent to

the attention of the vice president for operations. The ACO will assist as necessary. Each carrier is responsible for assuring that crewmembers are properly briefed, thus assuring the minimum essential information for crews transiting civil airports not having an AMC clearance/briefing capability.

5.4.4. Civil augmentation aircrews will report any buffer zone incidents or alleged violations involving their aircraft to the nearest CP/AMCC at first point of landing after the incident occurs. Copies of navigation logs and in-flight HF position reports and a summary of known details will be provided to the CP/AMCC.

5.4.5. Classified briefings will be provided as directed by appropriate CONOPS.

Section 5B—Transportation

5.5. Use of Available ACLs. Use of available ACLs will be according to provisions of the AMC contract and delivery orders, with maximum effort exerted towards utilizing all available ACL or cargo cube on both passenger and cargo missions according to that part of the contract entitled "Excess ACL."

5.6. International Passenger Ticket, Baggage Check, and Baggage Ticket:

5.6.1. HQ AMC/A43P will establish procedures to issue AMC Form 148 Series (Boarding Pass/Ticket/Receipt) to all passengers originating at military bases and commercial gateway locations. Procedures should be made to ensure the carrier fills out and issues boarding passes to each passenger originating at other commercial airports, when requested by the contracting officer's representative.

5.6.2. Responsibility and liability for checked baggage rests with the carrier as outlined in the contract. When AMC personnel are used to provide this service, they are acting as agents of the carrier, and the carrier in no way is relieved of liability for checked baggage, even when AMC forms and/or baggage tags are used. Any tracing of baggage, lost or found, while checked to a civil carrier will be done as a service to the carrier and in no way relieves the carrier of liability to the passenger concerned.

5.7. Responsibility for Care of Passengers on Delayed Missions:

5.7.1. The airlift contracts require care for passengers during delays on Category "B" flights. The various conditions requiring contract carrier care of passengers are explained in the contract Statement of Work (SOW), and should be in accordance with the carrier's contingency plan.

5.7.2. The CA and QAP/passenger service representative shall work in conjunction with the carrier representatives to ensure arrangements for care of passengers are accomplished, i.e., hotel, meals, and transportation. The carrier will provide all the facts/data pertaining to the nature of the delay and to any applicable care for the passengers. Flight progress information will be kept up to date so the passengers are fully informed.

5.7.3. Delays on Category "B" Missions:

5.7.3.1. Controllable to the Carrier: As specified in the contract PWS, during a controllable delay, the carrier will care for all manifested space required and space available passengers at the original manifest close out time, at originating, en route, turn-around and return en route stations. However, if the delay is in effect prior to that original manifest closeout time, carrier will not care for space available passengers. Under no circumstances will space available passenger be provided commercial air transportation at the expense of AMC or the carrier.

NOTE: If passengers voluntarily remove themselves from the flight, no care is provided. However, if space available passengers are bumped off the manifest, then AMCI 24-101, V14, *Military Airlift – Passenger Service* will apply for date/time of space available sign up. Normal manifest closeout time is 1 hour 20 minutes prior to scheduled block time. The number of passengers manifested for on-load at en route traffic stop may not exceed the allocation or known number of seats available. Space-available passengers awaiting transportation at en route or turnaround stations are not the responsibility of the carrier until scheduled departure time at that station.

5.7.3.2. Uncontrollable to the Carrier:

5.7.3.2.1. The carrier shall not be in default because of any failure to perform this contract under its terms if the failure arises from causes beyond the control and without the fault or negligence of the carrier. Examples of these causes are (1) acts of God or of the public enemy, (2) acts of the government in either its sovereign or contractual capacity, (3) fires, (4) floods, (5) epidemics, (6) quarantine restrictions, (7) strikes, (8) freight embargoes, and (9) unusually severe weather. In each instance, the failure to perform must be beyond the control and without the fault or negligence of the carrier.

5.7.3.3. Passenger Convenience Delays -- Category "B" Missions. At any time the delay is more than four hours past scheduled departure time, an additional delay may be required for passenger convenience at the discretion of the ACO or his/her delegated representative. The squadron/port operations officer will be briefed by the ACO or CA regarding the contract provisions and the rights of the government.

5.7.3.3.1. The carrier will not proceed with the flight until the additional rest time has elapsed. In establishing a new departure time, the squadron/port operations officer will consider not only the passengers at that station, but also the convenience of the passengers at follow-on stations, including turn-around stations.

5.7.3.3.2. Passenger convenience delays will not be declared just because four hours have elapsed since scheduled departure time. Prior to declaring the passenger convenience delay, the government will take into consideration factors such as total time passengers will be enroute, the affect on future missions, etc. The squadron/port operations officer will coordinate their proposed actions with CP and the CA, either in person, by message or telecon, except in emergency situations when contact cannot be made. Since only contracting officers are authorized to declare a passenger convenience delay, in cases where the responsible station officer is unable to contact the ACO and makes a unilateral determination to declare a passenger convenience delay, it will be necessary to process a ratification action if any extra costs are incurred and claimed by the carrier. Therefore, the responsible station officer will forward a fully documented report of the circumstances within 24 hours to the CA with copies to HQ AMC/A34YM and A4.

5.7.3.3.3. A passenger convenience delay may be declared for down line stations, including turnaround and return enroute stations (only in conjunction with a delay at the station where the mission is in delay). This includes delays caused by nonavailability of equipment at points of origin. Once a mission is en- route, even in a delayed status, the carrier is to transit stations within scheduled ground times regardless of the time of day.

5.7.4. Reporting Delays/Problems. Delays or problems regarding commercial airlift arising during nonduty hours, which cannot be resolved through the field airlift contract administrator, will be

referred to the appropriate OL duty officer for resolution. If the OL duty officer cannot resolve the problem, then the problem will be referred to the HQ AMC/A34Y duty officer. All contact with HQ AMC concerning commercial airlift problems during non-duty hours should be made through the Tanker Airlift Control Center (TACC), who (in turn) will contact the AMC/A34Y duty officer and/or any other duty office required to resolve the problem. As a minimum, the TACC will be provided the following information:

5.7.4.1. Reason for delay or problem.

5.7.4.2. Revised ETIC/ETD.

5.7.4.3. Action taken by the carrier to provide their own substitute service and care provided during delay in the event a passenger convenience delay is declared.

5.8. Canceled/Rerouted/Reschedule Missions:

5.8.1. Canceled. HQ AMC/A34YM is to be notified prior to the scheduled departure time of a Category "B" mission when sufficient traffic will not be generated so the carrier can be notified the mission or movement is canceled.

5.8.2. Reroutes. Except for those missions which are purchased with alternate routings which can be rescheduled by TACC/XOO, XOB or XOP, as appropriate, HQ AMC/A34YM will reroute Category "B" missions as required. HQ AMC/A34YM must be notified of reroute requirements in advance of scheduled departure time of the Category "B" mission to be able to advise the carrier as far in advance as possible, but no later than 24 hours prior to scheduled departure time, that the mission is to be rerouted. TACC/XOO, XOB or XOP must approve such reroutes.

5.8.2.1. Whenever notifications to the carrier cannot be accomplished 24 hours prior to the scheduled departure of a round trip mission that is to be rerouted to a one-way mission, the ACO will attempt to secure the voluntary concurrence of the carrier to convert the mission to a one-way. In the event the carrier does not concur in a conversion to a one-way when notice given is less than 24 hours, the mission will be paid as a round trip. Carrier will route their aircraft through non-military installations. Exception for use of military installations is for diplomatic clearance of crew change requirements that could not be changed short notice.

5.8.3. Reschedules. Schedules may be revised upon request of either the government or the carrier, provided the requester gives notice at least 12 hours prior to the scheduled departure time of the missions involved and the requested change is mutually agreed upon. Any changes in performance date of a mission of more than 24 hours will be processed through TACC/XOO, XOB or XOP to HQ AMC/A34YM for documentation. If a diversion affects the carrier's operation of other scheduled missions, the ACO will be responsible for coordinating an equitable rescheduling of the affected missions.

5.9. Procedures in Event of Labor-Management Disputes. When an AMC contract carrier is unable to operate a contract flight due to a strike, AMC must ensure the flights scheduled with the carrier are continued with the least amount of disruption. Military aircraft will be used if timely commercial substitute service is not available to move the passengers or cargo with the least delay. HQ AMC will tell the TACC if military aircraft will be used or if other commercial substitute service will operate the trip(s). Under the rules of contract airlift, strikes excuse the carrier from performance and also relieve the carrier from any excess costs incurred by the government. Therefore, the carrier does not have to care for the delayed passengers. Passengers port-called on the carrier's scheduled commercial flights must be stopped at the com-

mercial airport and given ground transportation to the nearest military terminal. Military personnel must be briefed on the requirements of AFI 64-106, *Air Force Industrial Labor Relations Activities*.

5.10. Policy on Unlawful Seizure of AMC Contract Airlift. Initial action by base or senior local commanders when notified of a hijacking threat on the ground, will be to delay the movement of the aircraft. This action allows time for ground and aircrew personnel to establish communications and execute coordinated resistance actions. Simultaneous with delaying actions, the local commander will notify the National Military Command Center in accordance with AFI 13-207, *Preventing and Resisting Aircraft Piracy (Highjacking)(FOUO)*. Local commanders may exercise the use of force when requested by the aircraft commander, or to protect life and property.

Chapter 6

DOMESTIC AIRLIFT

6.1. Long Term: All long-term, DOD domestic airlift operations are subject to oversight by FAA, DOT and the DOD Commercial Airlift Division. In the case of FAR Part 12, commercial contracts, the carrier's standard surveillance procedures will generally apply. Additional surveillance procedures, similar to the following, may apply as necessary:

6.1.1. The designated government representative will conduct inspections using a contracting officer approved checklist tailored to specific contract requirements, including schedule reliability and forward to the ACO or ACO representative.

6.1.2. The contracting officer will evaluate the completed checklist and take appropriate action when required. In determining the appropriate action, the contracting officer should consider, among other things, the carrier's total performance under the contract.

6.2. Short Term: As with long-term airlift, short-term domestic airlift operations are also subject to oversight by FAA, DOT, and the DOD Commercial Airlift Division. The Master Solicitation will be used to award all one-time domestic charter contracts. Except where noted in the individual contracts, the terms and conditions of the Master Solicitation, as amended, will apply. Government surveillance will be accomplished in accordance with this regulation and the Quality Assurance Surveillance Plan and documented on AMC Form 166d, Pre-flight/In-flight Surveillance and Violation Report (For Use by Domestic Range Riders).

Chapter 7

COMMERCIAL AIRLIFT EVALUATION PROGRAM (CAEP)

7.1. Scope. This chapter describes an evaluation program for quality assurance within the AMC commercial passenger and cargo airlift system. This program is in accordance with the FAR Part 46 and AFI 63-124, *Performance-Based Service Contracts (PBSC)* and outlines responsibilities for personnel involved with the program. This program is implemented to ensure the government pays only for services received meeting the requirements of AMC commercial airlift contracts. This is achieved by systematically and fairly evaluating the contract carrier's total performance throughout the contract period. The CAEP includes:

- 7.1.1. Reviewing the contract carrier's quality control program to ensure it covers all phases of the airlift contract. The Inspection of Services Clause makes this program mandatory on the carrier.
- 7.1.2. Ensuring evaluations are performed per guidance contained in the QASP.
- 7.1.3. Properly training QAPs before performing their duties.
- 7.1.4. Ensuring a surveillance program is designed and implemented to evaluate carrier in-flight services.

7.2. Inspection of Services Clause. An inspection clause will be placed in Section E of applicable solicitations and contracts. This clause delineates rights and responsibilities of both the government and carrier in conforming to contract requirements. Authority to perform Range Rides (in-flight inspections), ramp inspections, medical inspections, and personnel designated as QAPs stem from this clause.

7.3. Commercial Airlift Evaluation Program Objective.

7.3.1. Responsibility for Program. HQ AMC/A34Y is responsible for ensuring a surveillance program is established to evaluate contract carrier performance for AMC airlift contracts.

7.3.2. Methods of Surveillance, Evaluation, Inspection. These are fully explained in the Quality Assurance Surveillance Plan (QASP).

7.3.2.1. Range Rider Inspection (RRI) Program is a periodic surveillance program as defined by the QASP. A RRI is conducted on contract charter missions to observe in-flight performance of the overall service provided by the carrier to the DOD. At a minimum each carrier inspected no less than annually.

7.3.2.2. HQ AMC/A34YM is responsible for monitoring performance of the RRI program.

7.3.2.2.1. Selection of Flights for Inspection:

7.3.2.2.1.1. Channel missions. The method for selecting flights for inspection is according to the available choice of flights published through various sources. Each leg of every mission is to be inspected no less than annually.

7.3.2.2.1.2. Scheduling of RRIs on SAAMs/exercises is difficult due to the short-notice nature of these missions. Close coordination between the ACOs and the buyers is required to ensure a sample of SAAMs/exercise missions are inspected.

7.3.2.2.1.3. Equitable inspections. The OLs must review total RRI performance so a disproportionate number of RRIs are not performed on any single carrier.

7.3.2.2.2. Each OL is responsible for ensuring each of the above criteria is met for their respective geographical regions.

7.3.2.3. RRI can be performed anytime contract performance can be observed. Only one RRI can be performed on each mission. When the mission number changes, another RRI can be performed (i.e., on the return mission).

7.3.2.4. RRIs will be performed only by ACOs, CAs and designated QAPs who are fully qualified and trained. Aerial Port Commanders wishing to select QAPs for RRI duties will send a letter of request to the regional CA for review and forwarding to the appropriate OL. Final approval is at HQ AMC/A34YMA.

7.3.2.5. Range Rider Quarterly Inspection Schedule: OLs may require the regional CAs to provide a forecast of Channel missions prior to the start of a fiscal year quarter. RRI Schedules for SAAMs/Exercise/Contingency missions will be provided NLT 24 hours prior to mission departure.

7.3.2.6. AMC Form 166c is used as a checklist for performing RRIs. In addition, any contract requirement may be inspected and documented as it pertains to inflight service. The RRI report will be submitted to the responsible OL.

7.3.2.7. The OLs will provide a monthly summary of Inspections to HQ AMC/A34YM. Copies of all RRI reports will accompany the monthly summary.

7.3.3. During the course of the RRI, the inspectors:

7.3.3.1. Should blend in with passengers and give the appearance of a regular passenger and will not reveal on arrival for the flight their purpose as a Range Rider to the passengers or crew.

7.3.3.2. May, at their discretion, discuss the findings with the senior flight attendant near the completion of the RRI.

7.3.3.3. Will not interfere with duties of flight attendants or the cockpit crew.

7.3.3.4. Are not allowed to enter the cockpit during flight—only Federal Aviation Regulation-authorized personnel may do this.

7.3.3.5. Should always follow orders of the cockpit and cabin crew.

7.4. HQ AMC/A34Y, Contract Airlift Division (Contracting Office) Responsibilities.

7.4.1. Designate a CAEP coordinator to manage the program, assist functional areas.

7.4.2. Ensure the Functional Director or Function Commander is informed of the QAP appointment policy and the policy is properly carried out.

7.4.3. Ensure functional training is provided to ensure QAPs are technically competent.

7.4.4. Assist HQ AMC/A43 in reviewing the carrier's proposed quality control plan and notify the contract carrier if the plan is either acceptable or unacceptable.

7.4.5. Ensure QAPs are furnished copies of the contract statement of work and other applicable documents.

7.4.6. Perform station visits to ensure surveillance is being done properly. This responsibility may be delegated. The visits will be documented on AMC Form 126.

7.4.7. Document the carrier's performance and take corrective action when performance does not meet standards. This responsibility may be delegated.

7.5. Aerial Port Commanders' or Senior Installation Managers' Responsibilities.

7.5.1. Aerial Port Commanders have the authority and responsibilities of the Functional Directors or Functional Commander as defined by AFI 63-124. This includes the responsibility of assigning sufficient QAPs to ensure adequate surveillance. However, this excludes the responsibility to develop the requirements package, which is accomplished at HQ AMC.

7.5.2. Delegation of authority to perform inspections and authenticate the applicable AMC Form 166a will be made in writing by Contracting Officer after appointments from the aerial port/terminal commander or station transportation officer to the individual responsible for the QAP function as outlined in the QASP.

7.6. Quality Assurance Personnel (QAPs). QAPs are individuals properly appointed to perform surveillance and document contract discrepancies. They are trained in contract surveillance techniques as well as Standards of Conduct.

7.6.1. QAPs are responsible to provide necessary carrier surveillance to ensure compliance with the contract, report violations, (AMC 166b) and complete AMC 166a IAW instructions in Quality Assurance Surveillance Plan (QASP) The AMC Form 166a will be accomplished for passenger and cargo mission departures from originating, enroute and turnaround stations in accordance with the QASP.

7.6.2. QAP Training. QAP training is one of the most important aspects of the CAEP.

7.6.2.1. Phase I and Phase II training must be completed before a person can be appointed as a QAP. Phase I and Phase II training on the airlift contracts is available at <https://amc.af.mil/A3/A3Y/training/phase1.html>.

7.6.2.2. Regional CAs have the option of performing QAP training utilizing the AMC Airlift Quality Assurance Personnel Training, Phase II, International Contracts, available at <https://amc.af.mil/A3/A3Y/training/phase1.html> which combines Phase I and II training. As a minimum, this training includes contracting officer authority, QAP authority, standards of conduct, QAP responsibilities, and contract requirements.

7.6.2.3. At a minimum, refresher training will be conducted annually.

7.6.2.4. All QAP training will be documented and maintained in the station QAP file and individual OJT records if applicable.

MARK A. VOLCHEFF, Maj Gen, USAF
Director of Operations

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Public Law 99-661, *FY 87 National Defense Authorization Act*

FAR Part 12, *Acquisition of Commercial Items*

DODD4500.53, *Department of Defense (DOD) Commercial Air Transportation Quality and Safety Review Program 12 December 2000*

DODD 5500.7, *Standards of Conduct*

DODD 55007-R, *Joint Ethics Regulation*

AFI 10-1001, *Civil Aircraft Landing Permits*

AFI 10-1002, *Agreements for Civil Aircraft Use of Air Force Fields*

AFI 13-207, *Preventing and Resisting Aircraft Piracy (Hijacking)(FOUO)*

AFI 21-101, AMC Supp 1, Atch 10, *Ramp Inspection Program*

AFI 25-201, *Support Agreement Procedures*

AFI 34-239, *Food Service Management Program*

AFI 34-246, *Air Force Lodging Program*

AFI 64-106, *Air Force Industrial Labor Relations Activities*

AFI 91-204, *Safety Investigations and Reports*

AFI 63-124, *Performance-Based Service Contracts (PBSC)*

AFJI 23-207, *Aviation Fuel and Oil Issues to Contract, Charter, and Civil Aircraft*

AFMAN 23-110, *USAF Supply Manual*

AMCI 10-202, V2, *AMC Command and Control (C2) Responsibilities and Procedures.*

AMCI 24-101, V14, *Military Airlift – Passenger Service.*

A34YM Policy Letter FY04-01. *Carrier Departure Performance and Evaluation Procedures*

Abbreviations and Acronyms

A3—Director of Operations/HQ AMC

A34B—DOD Commercial Airlift Division/HQ AMC

A34Y—Contract Airlift Division/HQ AMC

A34YA—Airlift Procurement Branch/HQ AMC

A34YM—Contract Airlift Mgmt Branch/HQ AMC

A43—Aerial Port Operations Division/HQ AMC

A43C—Cargo Management Branch/HQ AMC

A43P—Passenger & Traffic Management Branch/HQ AMC
ACAS—Air Carrier Analysis Support System
ACL—Allowable Cabin Load
ACO—Administrative Contracting Officer
AFSC—Air Force Specialty Code
AMC—Air Mobility Command
AMCC—Air Mobility Control Center
CA—Contract Administrator
CAEP—Contract Airlift Evaluation Program
CAM—Commercial Airlift Movement
CAMO—Contract Airlift Management Office
CATO—Contracted Air Terminal Operations
CFR—Code of Federal Regulation
CONOPS—Concept of Operations
CP—Command Post
CRAF—Civil Reserve Air Fleet
DOD—Department of Defense
ETD—Estimated Time of Departure
ETIC—Estimated Time in Commission
FAA—Federal Aviation Administration
FAR—Federal Aviation Regulation or Federal Acquisition Regulation
GACL—Guaranteed Allowable Cabin Load
GDSS—Global Decision Support System
HR—Hazard Report
IATA—International Air Transportation Association
A4—Director of Logistics/HQ AMC
A44—Aircraft Maintenance/HQ AMC
MRS—Mission Route Support
PCO—Procuring Contracting Officer
QAP—Quality Assurance Personnel
QASP—Quality Assurance Surveillance Plan
SAAM—Special Assignment Airlift Mission

SCR—Supervisory Contract Representative

SE—Director of Safety/HQ AMC

SG—Command Surgeon/HQ AMC

SGP—Aerospace Medicine/HQ AMC

SGPM—Public Health/HQ AMC

SOW—Statement of Work

TACC—Tanker/Airlift Control Center

TALCE—Tanker/Airlift Control Element

TMO—Traffic Management Office

TR—Transportation Request (as appropriate)

UN—United Nations

USG—United States Government

Terms

Administrative Contracting Officer (ACO)—Contracting officers assigned to manage airlift contracts acting within specific authority as delegated by the PCO and Federal Acquisition Regulations.

Airlift Service—The movement of passengers and/or cargo by air and all services incidental thereto.

Manifests—Movement record of traffic transported on aircraft operated by, for, or under the control of the DOD.

Categories of International Airlift:

Category "A"—Transportation of less than full planeload lots of cargo by regularly scheduled air carriers over their commercial routes and under contract to AMC.

Category "B"—Transportation in planeload lots of passengers/or cargo on chartered flights contracted by AMC.

AMC Form 166a, Preflight Surveillance Activity Checklist (For Use by Quality Assurance Personnel)—Checklist used for inspecting civil air carrier passenger and cargo aircraft prior to departure at originating, enroute and turnaround stations.

AMC Form 166b, Contract Discrepancy or Violation Notice-Civil Airlift—Form used for reporting contract discrepancies or violations to higher headquarters.

AMC Form 166c, Inflight Surveillance Activity Checklist (For Use by Range Riders)—Form used for inspecting international civil air passenger missions during flight.

AMC Form 166d, Pre-Flight/In-Flight Surveillance and Violation Report—(For Use by Domestic Range Riders)

Common User Airlift Service—The airlift service (military or commercial augmentation) provided on a common basis for all DOD agencies and as authorized for other components of the US Government.

Operating Locations (OLs)—Located at McGuire AFB NJ (OL-G) and Travis AFB CA (OL-F).

Contract Administrator (CA)—Individuals assigned by AMC at strategic locations throughout the world as a representative of the ACO. The CA assists in the management of assigned contracts acting within specific authority as delegated by the ACO or as specified in this regulation.

Contract Carrier—A civil air carrier operating pursuant to a contract.

Procuring Contracting Officer (PCO)—A contracting officer designated to solicit, negotiate, and award airlift contracts.

Quality Assurance Personnel (QAP)—An individual delegated to perform functions at strategic originating, en route, and terminating stations with duties and responsibilities as outlined herein. The “eyes and ears” of the administrative contracting officer.

Special Assignment Airlift Mission (SAAM)—A mission requiring special pickup/delivery at locations other than those established within the approved channel structure or requiring special consideration because of the number of passengers, weight or size of the cargo, urgency or sensitivity of movement, or other special factors.

On-site Survey—A comprehensive on-site evaluation by a DOD survey team to assess factors bearing on the suitability of a civil air carrier to perform airlift service for DOD agencies.

Cockpit Observers—DOD personnel designated to observe aircrew cockpit operations on commercial air carrier aircraft.

Range Riders—Those personnel designated by HQ AMC/A34YM to perform in-flight service and cabin inspections.

Cockpit Observations—A military, FAA, or other designated person who, during missions, observes flight crew procedures, safety practices and aircraft airworthiness.

Ramp Inspection—A ramp inspection (prior to operation or flight) of an aircraft by military, FAA or other designated personnel knowledgeable in basic aircraft maintenance and safety of flight.

Unsafe Aircraft—An aircraft with a known or suspected condition that would make operation for safe flight questionable.

Attachment 2

COMPUTATION OF DEFICITS

A2.1. Due to the variance in the number of pallets by type of widebody aircraft by carrier, compute the deficit in the following manner.

PASSENGER DEFICITS:

| | | |
|---------------|------------------|---------------|
| Type Aircraft | Seats Not Usable | Deficits |
| All Types | Each seat | One passenger |

NOTE: If the Government elects to move excess baggage, courier material, mail or cargo, each 245 lbs or fraction thereof counts as one passenger and reduces the deficit accordingly, but only to the extent that the cumulative baggage allowance was exceeded.

CARGO DEFICITS

| | Compartments/Pallets | Cargo |
|-----------------|----------------------|------------|
| Type Aircraft | Not Made Available | Flights |
| DC-8F/B707-320C | Each Pallet | 5615 lbs |
| DC-8-60 series | Each Pallet | 5000 lbs |
| B-727 | Each Pallet | 4500 lbs |
| B-747-100/200 | Each Pallet | See note 1 |
| DC-10-30/40 | Each Pallet | See note 1 |

A2.1.1. Divide the GACL (in pounds) by the number of pallets on the aircraft. This provides the weight in pounds of each pallet.

A2.1.2. Multiply the weight of each pallet by the number of pallets that were not made available.

A2.2. If the Government elects to hand load cargo in a part of these areas the weight of such cargo will be deducted from the deficit.

A2.3. When part of the main cabin (compartments or pallets) is not made available to the Government for cargo the deficit will be the difference between the GACL and the total weight of the cargo and pallets onloaded (including cargo in the belly), adjusted for the tare cargo weight on hand (crated cargo less pallets) to be moved. The Government must be in a position to use the space not made available in order to charge a deficit. When the deficit computed is more than the deficit computation in the above chart, for particular compartments or for each pallet, these lesser amounts will be shown the deficit.

A2.4. When the carrier makes available all compartments and pallets but is unable to transport the GACL in weight, a deficit will be charged if failure to carry the GACL in weight is controllable to the carrier.

A2.5. Computation of Deficits on Mixed Flights:

A2.5.1. The total price for the trip is computed by multiplying the applicable plane mile rate times the trip miles.

A2.5.2. The price of the deficit is then computed in the following manner.

A2.5.2.1. The total price of the passenger for an all-passenger flight, as specified in the mixed flight GACL, is computed by multiplying the rate for each plane mile times miles set forth.

A2.5.2.2. The rate for each passenger is then determined by dividing the total price of an all-passenger trip by the number of passengers.

A2.5.2.3. The total price of the passenger portion of the particular trip is then computed by multiplying the number of passengers called for in the GACL times the rate for each passenger.

A2.5.2.4. The total price of the cargo portion of the trip is then determined by deducting the price of the pax portion from the total price of the trip.

A2.5.2.5. The total price for each ton of cargo for the particular trip is computed by dividing the cargo GACL, expressed in tons, into the total price of the cargo portion of the trip.

A2.5.2.6. The price each ton mile of cargo is then computed by dividing the total trip miles into the total price of each ton.

A2.5.2.7. The price of the deficit is then determined by multiplying the price for each ton mile times the cargo deficit, expressed in tons, times the miles for which the deficit existed.

A2.5.3. The price of the deficit is then deducted from the carrier's bill except to the extent that it exceeds 10 percent of the total price for the trip.

Attachment 3

AMC/HOST/CARRIER-STATION VISITATION FREQUENCY

| <u>QUARTERLY</u> | <u>SEMI-ANNUAL</u> | <u>ANNUAL</u> |
|------------------|--------------------|---------------|
| Baltimore | *Al Udeid | **Andersen |
| | *Bahrain | *Diego Garcia |
| | *Cairo | **Elmendorf |
| | *Dover | **Hickam |
| | *Fujairah | *Iwakuni |
| | *Incirlik | **Kadena |
| | *Kuwait | **Los Angeles |
| | *McGuire | **Osan |
| | *Mildenhall | **Seattle |
| | *Naples | **Travis |
| | *Norfolk | **Yokota |
| | *Ramstein | |
| | *Rhein Main | |
| | *Rota | |
| | *Sigonella | |

*Contractual surveillance visit in lieu of host/carrier meetings.

**Two visits and two host/carrier meetings.

NOTES

Meeting/visitation frequencies for all other stations within the CA's geographic area of responsibility which are transited by AMC missions will be on an "as required" basis and coordinated with and/or as directed HQ AMC/A34Y. Any change to the above frequency must have ACO approval. Required station visitation frequency is automatically waived for any station where there is no contract activity scheduled. As Patriot Express Restructuring progresses, frequency of visits may be monitored and revised by the ACO as appropriate.

Aerial Port Squadron Commanders will be informed (by briefing or correspondence) on the results of the visit. If there are discrepancies, a follow-up will be made within 30 days. If discrepancies are not corrected, the CA will send a report to the ACO. Station visit reports will be maintained in the CA's office. If there are no discrepancies, these reports are not required to be forwarded to a higher level.

Attachment 4

DEFICIT TRAFFIC MEMORANDUM ENTRIES

PART I – ENTRIES TO BE MADE IN THE MEMORANDUM TO THE ACO/CA TO EXPLAIN SITUATIONS WHERE THE DEPARTURE LOAD AT ANY STATIONS IS DIFFERENT FROM THE GUARANTEED ACL.

CARGO FLIGHTS

SITUATION 1: Where any part of cargo being transported is offloaded en route due to reasons of carrier.

REMARK: “Sit 1: Carrier offloaded _____ pounds at (Station) due to (State Reasons).”

SITUATION 2: Where GACL cannot be utilized due to reasons within control of carrier.

REMARK: “Sit 2: _____ pounds cargo (tare weight) were generated for movement.
Carrier

Transported only _____ pounds _____ pounds on _____ pallet (including Weight of pallets); _____ pounds in belly compartment; _____ pounds in etc. A deficit of _____ pounds was incurred. Deficit due to (state reasons; for example, Transportation of route support/failing to make available one pallet, or tail section, or Compartment B, etc.)”

PASSENGER FLIGHTS

SITUATION 3: Where the guaranteed ACL cannot be utilized due to reasons of the carrier.

REMARK: Sit 3: _____ passengers were generated for movement. Carrier transported only _____ passengers due to (state reason, such as transportation of carrier route support personnel, defective seats, weight restrictions which would require an operational stop, etc.). A deficit of _____ passengers was incurred.”

SITUATION 4: Where the Government elects to move additional baggage, courier material, mail, or cargo as part of the passenger ACL in lieu of passengers up to the bulkout of the baggage compartments and carrier does not move due to reasons of the carrier.

REMARK: “Sit 4: Carrier refused _____ pounds which, divided by 245, is the equivalent of passengers, due to (state carrier’s reasons). A deficit of _____ passengers was incurred.”

MIXED FLIGHTS

NOTE: Where carrier does not transport the full guaranteed passenger ACL due to carrier reasons but does transport the full guaranteed cargo ACL, enter the situation number and the remark applicable to the pertinent deficit situation set forth under “PASSENGER FLIGHTS”.

NOTE: Where carrier does not transport the full guaranteed Cargo ACL due to carrier reasons but does transport the full guaranteed passenger ACL, enter the situation number and the remark applicable to the pertinent deficit situation set forth under “CARGO FLIGHTS”.

PART II – ENTRY TO BE MADE IN MEMORANDUMS TO EXPLAIN SITUATION SUCH AS SUBSTITUTE SERVICE, RESCHEDULED FLIGHTS, OVERFLYS OR OTHER UNUSUAL SITUATIONS.

SITUATION 5: Where a trip which has been suspended for reschedule operates in a month subsequent to the month of the original schedule.

REMARK: “Sit 5: this trip is a reschedule of mission # _____ of (date).”

SITUATION 6: Where flights are performed with carrier purchased substitute service. (The data to be entered in Sections I and II of the AMC Form 8 will be that of the original carrier. Payment will be to the original carrier but in accordance with the ACL of the substitute aircraft or the original aircraft, whichever is lesser.)

REMARK: “Sit 6: Flight performed by (name of substitute carrier) with _____ type aircraft and ACL of _____.

SITUATION 7: Where flight is performed with Government purchased substitute service. (The data to be entered in sections I and II of AMC Form 8 will be that of the substitute carrier who will receive the documentation. Payment will be to the substitute carrier in accordance with the ACL of the substitute aircraft.)

REMARK: "Sit 7. This trip was procured to replace mission No. _____ which (name of original carrier) failed to perform.”

SITUATION 8: Where the Government permits the carrier to substitute for the scheduled aircraft his own aircraft with a lower ACL.

REMARK: “Sit 8: Guaranteed ACL in Section I changes from _____ to _____ due to authorization of substitute service with _____ type aircraft.

SITUATION 9: Where carrier is required by weather or is permitted by Government to overfly a scheduled stop.

REMARK: “Sit 9: (station) overflowed due to (give reasons).

SITUATION 10: Where the Government on and/or offloads traffic at an operational stop.

REMARK: “Sit 10: _____ pounds of cargo or _____ pax unloaded/offloaded at _____.”

NOTE: More than one “SITUATION” may occur at the same time. In such instances, the “REMARK” of all of the existing “SITUATIONS” will be entered.

NOTE: Should it develop that a situation occurs which is not covered here (above) enter the complete facts of what actually occurred.

NOTE: For mixed flights: If carrier tenders an aircraft in a contract ACL configuration different from that scheduled and the Government allows operations of the flight, the remarks will be applied on the basis of the contract ACL accepted.