

**12 OCTOBER 2001**



**Services**

**PRIME KNIGHT**

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Pages: 4  
Distribution: F

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This instruction implements the 436th Airlift Wing Commander's policy for Prime Knight services to transient aircrews traveling through Dover AFB. It will be used in conjunction with 21 AF Prime Knight Instruction 34-1.

**1. Purpose:** This instruction supplements Air Force Instruction 34-246, *Air Force Lodging Program*, and 21st Air Force Instruction 34-1. This instruction does not take precedence over AFI 34-246 or 21 AFI 34-1, and if a discrepancy arises, follow their guidance.

**2. Overview**

2.1. Prime Knight is an all-encompassing activity for 436th AW units and is intended to maximize the mission readiness and effectiveness of transient aircrews at Dover AFB. The consolidated efforts of command post, transportation, food services, lodging, and base operations are critical to ensuring total mission support.

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

2.3. Command Post is the lead agency for the Prime Knight program at Dover AFB, and will coordinate with Logistics Group, Operations Group, and Support Group as needed to provide necessary assistance for transient crews from arrival through departure. The appropriate Group Commander will ensure a Prime Knight POC is provided for transportation, food services, lodging, and base operations as a minimum. Each group is also responsible for ensuring their staffs are trained and organized to enhance Prime Knight support.

**3. Responsibilities.**

### 3.1. Command Post Responsibilities:

- 3.1.1. Develop and maintain a base instruction outlining Prime Knight program overview and implementation. Develop and maintain an aircrew brochure to issue to transient aircrews outlining Prime Knight services and procedures for their reference. The appropriate group POC is responsible for ensuring their portion of the brochure is complete and accurate. Discrepancies/changes should be forwarded to the command post Prime Knight POC as quickly as possible to ensure timely updates.
- 3.1.2. Develop and maintain a feedback and metrics-tracking program to allow analysis and review by Wing leadership and the 21 AF Prime Knight program manager.
- 3.1.3. Command post will forward copies of aircrew orders to billeting upon receiving them from the previous location or from the aircraft commander.
- 3.1.4. Command post will contact vehicle dispatch as soon as possible after receiving an inbound radio call from the aircrew to arrange for a timely pickup at the airplane.
- 3.1.5. Upon receiving a phone call from the aircraft commander via telephone at base operations, command post will provide clarification concerning crew rest accommodations, i.e. on-base or downtown, alert procedures, and arrange for transportation at alert.
- 3.1.6. During crew rest, command post will provide assistance to the aircrew regarding transportation needs and access to dining/services facilities to the maximum extent possible. This assistance will be accomplished in a workload-permitting manner, and should not be at the expense of completing normal duties.
- 3.1.7. At alert time, command post will inform the aircraft commander of mission details and arrange for transportation pickup as necessary IAW with local OI's and following the standard operating procedures for departing aircrews.
- 3.1.8. Command post will remind the aircraft commander to complete the Prime Knight survey and leave a copy at the drop box in base operations.

### 3.2. Transportation Responsibilities

- 3.2.1. Transportation will meet transient aircrews within 10 minutes of block time for transporting to base operations and lodging or contract quarters. Command post will notify vehicle dispatch of the arrival time and parking location.
- 3.2.2. The crew bus driver will offer a Prime Knight brochure and services supplement to each aircraft commander.
- 3.2.3. Workload permitting, transportation will provide U-drive vehicles or offer transportation to base facilities for transient aircrews during crew rest.
- 3.2.4. At a predesignated time after alert, vehicle dispatch will provide transportation for the departing aircrew using established SOPs to base operations, the flightline, and armory as necessary. Command post will contact vehicle dispatch to coordinate the time and location of the pickup.

### 3.3. Food services

- 3.3.1. Food services will provide access to in-flight meal support on a 24-hour daily basis, and access to food services at on base facilities to the maximum extent possible. During periods of

increased operations tempo, consideration should be given to extending the normal operating hours at base dining facilities.

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

3.3.3. Advise the command post Prime Knight POC of changes in order to update the brochure in a timely manner.

#### 3.4. Lodging Services.

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

3.4.2. Lodging will prepare Prime Knight aircrew packages upon receiving a crew list. As a minimum, the package will contain keys for aircrews lodged on base, a Prime Knight brochure, and a services insert with current news. Packages should include information for on base services and the services in the local area.

3.4.3. Coordinate with command post on a regular schedule to ensure lodging requirements are known and to prearrange accommodations in a timely manner. During periods of increased operations tempo, more frequent contact with command post is essential for updating arrival information.

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

#### 3.5. Base Operations.

3.5.1. Base operations will provide transient aircrews access to Prime Knight services in the form of assistance to the aircraft commander in obtaining an arrival briefing from command post via base operations telephone hotlines, and providing access to Prime Knight brochures and services inserts.

3.5.2. Base operations will collect in-flight meal orders and collect money for departing aircrews using established SOPs.

3.5.3. Base operations will remind departing aircrews to fill out a Prime Knight survey form and leave it in a drop box located inside base operations. They will maintain the completed surveys until the command post POC picks them up.

3.5.4. Base operations will advise command post, services agencies, and transportation of potential changes as they learn of them through their interaction with the aircrews.

### 4. Measurement and Analysis.

#### 4.1. Collection and Distribution of Prime Knight Survey Results.

4.1.1. The central collection point of completed Prime Knight surveys will be in base operations. All agencies receiving completed original surveys are required to turn them into base operations at the earliest opportunity, in no case, more than one duty day from receipt. Base operations will

coordinate with the command post Prime Knight POC on a regular basis for collection and record keeping. In no case will completed surveys be left at base operations for more than three days.

4.1.2. The command post Prime Knight POC will review the completed surveys, and will distribute copies of the surveys graded below satisfactory to the appropriate POC for further study. Distribution from command post to other POCs will be one duty day.

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

4.1.4. Survey results approved by the Wing Commander will be forwarded to the 21 AF Prime Knight Program Manager's office IAW 21 AFI 34-1. The due date at 21 AF is the 10th of each month. The Wing Prime Knight program manager will work closely with the Wing Executive Officer to ensure results are forwarded to meet the monthly suspense.

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Commander