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**Services**

**PRIME KNIGHT**



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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 AMC Instruction 34-1 *Prime Knight Procedures*.

**SUMMARY OF REVISIONS**

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

**1. Purpose:** This instruction supplements Air Force Instruction 34-246, *Air Force Lodging Program*, and AMCI 34-1, *Prime Knight Procedures*. This instruction does not take precedence over AFI 34-246 or AMCI 34-1.

**2. Overview.**

2.1. Prime Knight is an all-encompassing activity for 436th Airlift Wing 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 airfield management 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 the Maintenance Group, Operations Group, and Mission Support Group as needed to provide necessary assistance for transient crews from arrival through departure. The appropriate group commander will ensure a Prime Knight POC is provided for transportation, food services, lodging,

and airfield management as a minimum. Each group is also responsible for ensuring their staffs are trained and organized to enhance Prime Knight support.

### **3. Responsibilities.**

#### **3.1. Command Post**

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

3.1.2. Develop and maintain a feedback and metrics-tracking program to allow analysis and review by Wing leadership.

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. A Prime Knight representative from Command Post will meet the aircrew at the aircraft within ten minutes of block in and provide the aircrew with a u-drive for use during their stay.

3.1.5. The Prime Knight representative will brief the aircraft commander on the following items: billeting location (providing room keys when staying on base and maps when billeted long distances from the base), contents of the Prime Knight package, crew legal for alert and scheduled departure times, mission itinerary (provide a copy of current Form 59 generated from the Global Decision Support System), and answer any crew questions.

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 if no u-drive was provided. Command Post will follow the standard operating procedures for departing aircrews. If the crew is alerted through the stage, stage personnel will fulfill these responsibilities.

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**

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

3.2.2. Fleet Management will provide a fleet of U-Drive-It (UDI) vans for the sole use of Prime Knight transient aircrews. Control of these vehicles will be the responsibility of the Command Post Prime Knight manager. Utilization logs will be maintained at the Command Post to ensure positive control of these vehicles.

3.2.3. If a Prime Knight UDI is not available for the transient aircrew Command Post will coordinate with Vehicle Dispatch to arrange for a wing UDI for the aircrew. If no wing UDI is available, Vehicle Dispatch will provide on-call service to the transient aircrew to and from the crew's billeting location and on-base dining establishment.

3.2.4. After aircrew alert, and in conjunction with paragraph 3.1.7. above, Vehicle Dispatch will provide transportation to the departing aircrew using established procedures to base operations, armory, in-flight kitchen and the flightline as necessary.

### 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 manager of changes in order to update the brochure in a timely manner.

### 3.4. Lodging Services

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

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

3.5.2. Airfield management will collect in-flight meal orders and money for departing aircrews using established procedures.

3.5.3. Airfield management 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 Prime Knight manager picks them up.

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

#### **4. Measurement and Analysis.**

4.1. The central collection point of completed Prime Knight surveys will be in base operations. All agencies receiving completed original surveys are required to turn them into airfield management at the earliest opportunity, in no case more than one duty day from receipt. Airfield management will coordinate with the Command Post Prime Knight manager on a regular basis for collection and record keeping. In no case will completed surveys be left with airfield management for more than three days.

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

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

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Commander