

1 AUGUST 2004

Services

PRIME KNIGHT



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Certified by: 375 AW/CP (MSgt Thomas)
Pages: 9
Distribution: F

This instruction implements the 375th Airlift Wing (AW) Commander's policy for Prime Knight services to transient aircrews traveling through Scott AFB. Instruction will be used in conjunction with Air Mobility Command Instruction (AMCI) 34-1, *Prime Knight*.

1. Purpose.

1.1. This instruction implements Air Force Instruction (AFI) 34-246, *Air Force Lodging Program*, and AMCI 34-1. This instruction does not take precedence over higher headquarters instructions; when discrepancies exist, follow higher headquarters procedures.

2. Overview.

2.1. Prime Knight support is a mandatory service for transient aircrews at Scott AFB. Prime Knight is an all-encompassing activity for 375 AW units and is intended to maximize the mission readiness and effectiveness of transient aircrews at Scott AFB. The consolidated efforts of the Command Post (CP), transportation, food services, lodging, Base Operations, Air Terminal Operations Center (ATOC), and 375th Operations Group (OG) are critical to ensure total mission support and success of the program.

2.2. The ultimate goal of the program is to provide a service to transient aircrews that will allow them to proceed directly from the aircraft to crew-rest quarters, provide support during the crew-rest period, and provide movement from crew-rest quarters to premission activities without unnecessary stops or disruption.

2.3. The Prime Knight Manager, appointed by the 375 AW Commander, is the execution authority for the Prime Knight Program and will coordinate with the 375 OG and 375th Mission Support Group (MSG) personnel, as required, to provide necessary assistance for transient crews from arrival until departure.

3. Responsibilities.

3.1. The 375 AW Commander will:

- 3.1.1. Implement AFI 34-246 and AMCI 34-1 as described in this instruction.
- 3.1.2. Appoint a Prime Knight Manager in writing.
- 3.1.3. Appoint a minimum of two Aircrew Coordinators (ACC) in writing.
- 3.1.4. Approve all unit Prime Knight support plans, policies, processes, and procedures.
- 3.1.5. Provide appropriate resources/funds necessary to implement an effective Prime Knight Program.

3.2. Group Commanders will:

- 3.2.1. Ensure compliance with this instruction and a Prime Knight point of contact (POC) is provided for transportation, food services, lodging, operational support, ATOC, and Base Operations as a minimum.
- 3.2.2. Ensure staff is trained and organized to enhance Prime Knight support.
- 3.2.3. Ensure his/her group's portion of the wing brochure is complete and accurate. Discrepancies and changes must be forwarded to the Prime Knight POC as soon as possible to ensure timely updates.

3.3. The 375 OG will:

- 3.3.1. Establish a central location (Base Operations) where critiques can be deposited.
- 3.3.2. Develop, collect, and maintain a feedback and metrics-tracking program to allow analysis and review by wing leadership.

3.4. The Prime Knight Manager will:

- 3.4.1. Manage the ACC functions and provide oversight/guidance to the group POCs.
 - 3.4.1.1. Outline ACC duties and responsibilities.
- 3.4.2. Ensure a minimum of two ACCs are trained to perform Prime Knight duties.
- 3.4.3. Maintain the Scott AFB instruction outlining program implementation.
- 3.4.4. Develop and maintain a continuity folder outlining Prime Knight responsibilities.
- 3.4.5. Coordinate on-base handling, support plans, and policies affecting transient aircrews and their timely support by Vehicle Operations, lodging, and access to hot meals.
- 3.4.6. Develop and maintain the 375 AW Prime Knight Brochure for issue to transient aircrews outlining Prime Knight services and procedures. Appropriate group POCs are responsible for ensuring their portion of the brochure is completed and accurate. Discrepancies/changes should be forwarded to the Prime Knight Manager as soon as possible to ensure timely updates.
 - 3.4.6.1. Ensure the 375 AW Prime Knight Brochure contains the following items as a minimum:
 - 3.4.6.1.1. 375 AW Commander's Welcome Letter/wing mission.
 - 3.4.6.1.2. Prime Knight mission support.
 - 3.4.6.1.3. Scott AFB key telephone numbers and dialing instructions.

3.4.6.1.4. Prime Knight critique.

3.4.7. Ensure a Prime Knight representative meets each aircraft.

3.4.8. Develop and conduct Prime Knight training for personnel involved in the process.

3.4.9. Ensure aircraft commander (AC) requests for direct responses are completed not later than 10 working days after receipt.

3.4.10. Ensure Lodging Office personnel provide a Prime Knight package to aircrew members containing items outlined in paragraph 3.10.4. of this instruction.

3.5. Aircrew Coordinators will:

3.5.1. The ACC is the direct agent for the Prime Knight Manager. As the single on-scene POC, the ACC must ensure service agencies have all resources ready to support each aircrew's stay at Scott AFB.

3.5.2. Receive training from Prime Knight Manager or a designated representative prior to assuming ACC duties.

3.5.3. Be familiar with flight-line operations and aircrew functions. As a minimum, ACCs will be an A1C or higher with 6 months time-on-station, possess a valid driver's license, qualified to drive on the flight line, and possess a secret security clearance.

3.5.4. Provide the AC, within 10 minutes of aircraft block in, information concerning crew rest accommodations, follow-on mission information, alert procedures, and arrange for transportation at alert.

3.5.4.1. Ensure a Prime Knight Package and 375 AW Prime Knight Brochure are delivered to the AC on arrival.

3.5.5. Assist transient crews in resolving difficulties with transportation, lodging or services. The ACs will work directly with the CP to resolve any discrepancies or concerns regarding mission information.

3.5.5.1. Do not interrupt the aircrew's crew rest; leave a phone number for the AC's convenience.

3.5.6. Sign for sealed/locked packages containing Communications Security (COMSEC)/classified material (up to secret) from the aircrew and deliver to Base Operations or CP for storage. Stored packages must include a copy of the flight crew orders. The AF Information Management Tool (IMT) 1297, **Temporary Issue Receipt**, maintained in the Prime Knight package should include the rank, name, and unit of the AC to facilitate pick up on outbound leg.

3.5.7. Ensure aircrews contact the on-duty Security Forces (SF) POC in accordance with (IAW) SAFBI 31-101, *Installation Security Instruction*, to accomplish a security acknowledgement letter and provide aircrew orders to establish an entry authentication list prior to the start of crew rest.

3.5.7.1. On-duty SF personnel will meet aircrew members at the aircraft or at a predetermined location (i.e., determined between the ACC and Security Forces Squadron (SFS)) to obtain required information.

3.5.8. Provide information on dining establishments; identify available on-/off-base dining facilities per the Prime Knight Package and 375 AW Prime Knight Brochure.

3.5.9. Immediately notify the 375 AW CP and Vehicle Operations of any delays in Prime Knight support.

3.5.10. Collect surveys from Base Operations and deliver them to the Prime Knight Manager for tracking and action.

3.6. Command Post personnel will:

3.6.1. Track all inbound/outbound aircraft under Scott AFB command and control.

3.6.2. Receive Prime Knight aircrew orders prior to aircraft arrival. (**NOTE:** The aircrew or personnel at the command and control (C2) facility departure base is responsible for faxing this information.) Forward copies of aircrew orders to the Lodging Office upon receipt from the previous location to reserve rooms.

3.6.2.1. Initiate Prime Knight checklist actions upon notification of an inbound Prime Knight aircrew.

3.6.2.1.1. Determine Prime Knight greeter and ensure receipt of the Prime Knight Package and 375 AW Prime Knight Brochure.

3.6.2.1.2. Notify external agencies (IAW CP checklist) immediately after receiving an inbound radio call from the aircrew to arrange for timely support and pick up at the airplane.

3.6.2.1.3. Forward alerting and follow-on mission information to lodging as required.

3.6.2.1.4. Forward departure information and aircrew orders to the C2 agency at the crew's next crew rest location in order to reserve lodging.

3.6.2.1.5. Ensure transportation pick up has been arranged for outbound mission.

3.6.2.1.6. Ensure contact with the AC, obtain alerting requirements (AC's name and contact information for alerting purposes, and confirm Legal for Alert (LFA), discuss mission details as required, and determine requirement for Computer Flight Plans.

3.6.2.1.6.1. Assist transient crews in resolving difficulties with transportation, lodging, services or other mission discrepancies or concerns when the workload permits. Assistance should not be at the expense of completing normal duties. Assistance from the ACC will be useful in resolving issues.

3.6.2.1.6.1.1. Do not interrupt the aircrew's crew rest; instead leave a phone number for the AC's convenience.

3.6.3. Sign for and maintain sealed/locked packages containing COMSEC/classified material (i.e., up to secret) from the aircrew as required. Stored packages must include a copy of the flight crew orders, and AF IMT 1297 (maintained in the Prime Knight Package) should include the rank, name, and unit of the AC to facilitate pick up on outbound leg.

3.7. Vehicle Operations personnel will:

3.7.1. Receive notification from the Lodging Office (usually 1 hour prior) when the Prime Knight Package (room keys are included) and 375 AW Prime Knight Brochure are ready for pick up.

3.7.1.1. Vehicle operators will determine through Lodging if crew will be lodged on or off base.

3.7.2. Meet the aircraft within 10 minutes of time requested. Vehicle Operations will attempt to pick up aircrews at requested time if the workload permits IAW published transportation priorities. The base shuttle bus service may fulfill this requirement.

3.7.2.1. Upon request, vehicle operators will be dispatched in U-Drive It (UDI) vehicles (resources permitting) with sign-out sheets for Prime Knight requests. Crews will be transported to Vehicle Operations and UDI will be issued to the AC.

3.7.2.2. If crew members are lodged off-base, dispatch a 15-passenger van. The crew van is not adequately equipped with passenger restraints for off-base travel.

3.7.3. Government taxi support is authorized for on- or off-base transportation of transient crews in support of mission requirements and aircrew support (i.e., transportation to Base Operations, CP facility, Base Exchange, Dining Facility, Fitness Center, etc.).

3.7.4. If required, transportation will be provided to and from an approved dining facility immediately after the aircrew's arrival and before departure. Aircrews may choose from the approved establishments if the only available food service is located off base. Approved on-base facilities will be used to the maximum extent possible to maximize mission execution and limit demand on support activities.

3.7.4.1. Transportation to reputable eating establishments within close proximity to Scott AFB is authorized. Close proximity is defined as 5 miles from off-base lodging facilities and no further than HWY 159 for on-base lodging. Aircrews who are not lodged in St. Louis must find alternative transportation into the city for meals/recreational activities. Aircrews will not be transported to St. Louis for meals.

3.7.5. Respond to aircrew's request for departure transportation within 10 minutes of established pick-up time at the established location.

3.7.6. If over-saturation limits the ability to support Prime Knight crews, notify the CP who will, in-turn, notify the Prime Knight greeter and aircrew. Vehicle Operations will respond immediately or arrange for alternate transportation (i.e., commercial).

3.7.6.1. During periods of increased flight operations, the 375th Transportation Squadron (TRNS) will reference the 375 AW Operations Plan for prioritization guidelines to ensure proper support and courtesies are extended for VIPs/DVs and Prime Knight crew members.

3.8. Base Operations personnel will:

3.8.1. Sign for and maintain sealed/locked packages containing COMSEC/classified material (up to secret) from the aircrew as requested. Stored packages must include a copy of the flight crew orders. The AF IMT 1297 (maintained in the Prime Knight package) must include the rank, name, and unit of the AC to facilitate pick up on outbound leg.

3.8.2. Collect in-flight meal orders and money for departing aircrews using established operating procedures.

3.8.3. Highly encourage departing aircrews (when they file their flight plan) to complete a Prime Knight survey form and deposit in a drop box located inside Base Operations. Maintain the completed surveys until the AC picks them up.

3.8.4. Advise the CP, services agencies, and 375 TRNS of potential changes as they occur through their interaction with the aircrews.

3.9. Security Forces personnel will:

3.9.1. Provide/maintain a weapons storage facility in the SFS Armory (space permitting) to support armed transient crews.

3.9.2. Provide required security measures for the protection of transient aircraft IAW Air Force Joint Instruction 31-102, *Physical Security*; AFI 31-101, *The Air Force Installation Security Program*; and SAFBI 31-101.

3.9.3. Establish and maintain an entry authentication list and security acknowledgement letter for transient crews as required.

3.9.3.1. On-duty SF personnel will meet aircrew members at the aircraft or at a pre-designated location (determined between the Prime Knight greeter and SF representative) to obtain required information.

3.10. The Lodging Manager will:

3.10.1. Provide reservation capability 24-hours-a-day, 7-days-a-week.

3.10.2. Establish express check-in/check-out procedures for aircrews staying in on-base quarters.

3.10.3. Receive notification from the CP regarding inbound Prime Knight crews, crew rest, follow-on mission, alert information, and transcribe to the 375 AW Prime Knight Brochure.

3.10.4. Prepare Prime Knight aircrew packages upon receiving a crew list. As a minimum, the package will contain:

3.10.4.1. Welcome letter.

3.10.4.2. Express check-in/check-out forms and informational guidance.

3.10.4.3. Room keys (if lodged on base).

3.10.4.4. Base map.

3.10.4.5. Transportation information.

3.10.4.6. Eating facilities/local restaurant guide.

3.10.4.7. In-flight kitchen menu.

3.10.4.8. Services insert with current news.

3.10.4.9. 375 AW Prime Knight Brochure.

3.10.4.10. Air Force IMT 1297 (see para [3.5.6.](#) of this instruction).

3.10.4.11. Customer Comment Card.

3.10.5. Preregister the aircrew if providing on-base lodging.

3.10.6. Make reservations and assemble the necessary documentation if the aircrew is staying off base (contract quarters or nonavailability).

3.10.7. Attempt to ensure no more than two stops are required by transportation when crews are lodged on base, and the entire crew is accommodated in the same hotel if lodged off base.

- 3.10.8. Assign each aircrew member a single room (exceptions may be made during contingencies). An aircrew member is anyone on the flight crew orders.
 - 3.10.9. Ensure rooms will be available for immediate occupancy upon crew arrival.
 - 3.10.10. Ensure rooms are clean and comfortable to be conducive to crew rest.
 - 3.10.11. Notify transportation (usually 1 hour prior) when the Prime Knight Package and 375 AW Prime Knight Brochure are prepared.
 - 3.10.12. Coordinate with the CP on a regular basis to prearrange aircrew accommodations in a timely manner. During periods of increased operations tempo, more frequent contact with the CP is essential for updating arrival information.
- 3.11. Food Services personnel will:
- 3.11.1. Provide aircrews with 24-hour food service availability.
 - 3.11.1.1. During periods of increased operations tempo or contingencies, consideration should be given to extending the normal operating hours at base dining facilities.
 - 3.11.2. Receive flight meal requests no earlier than 24 hours and no later than 2 hours prior to scheduled departure time. Meals will be made available on short notice, but the aircrew member will be given limited choices.
 - 3.11.3. Provide in-flight meal menus to the lodging manager for inclusion in the Prime Knight Package. Include operating hours, cost of meals, additional service hours for all on-base dining facilities, and meal availability information for locations on and off base to ensure 24-hour support.
 - 3.11.4. Develop aircrew 24-hour dining plan locations and times that will allow aircrew access to a hot meal at arrival and departure. Off-base dining facilities included in this plan should be no more than 20 minutes travel time from base.
 - 3.11.4.1. A hot meal is defined as a breakfast, lunch or dinner style served at an establishment that allows for a choice of menu selections. The intent is to provide aircrews an opportunity to have a variety of wholesome meals that can be prepared to order at establishments where aircrews may sit down and dine in a comfortable environment. Base dining facilities, unlike fast-food facilities, fulfill the intent and requirements for hot meals.
- 3.12. **Contingency Operations.**
- 3.12.1. During increased flight operations involving several transient aircrews, the capability to support Prime Knight functions may be overburdened. The 375 AW Commander may designate the program manager to provide transient aircrew support with modified procedures.
 - 3.12.2. Lodging will prepare Prime Knight Packages per normal operations and provide one or several packages to Vehicle Operations for delivery to the Prime Knight representative at Base Operations.
 - 3.12.3. The Prime Knight representative at Base Operations will distribute room keys, 375 AW Prime Knight Brochure, and required mission information. Aircrews will communicate with the CP over the hotline telephones for crew rest and alert information.
- 3.13. **Collection and Distribution of Prime Knight Survey Results.**

3.13.1. Base Operations is the central collection point for completed Prime Knight surveys. All agencies receiving completed original surveys are required to turn them in to Base Operations at the earliest opportunity, but in no case more than 1 duty day from receipt.

3.13.2. Base Operations will coordinate with the ACC on a regular basis for collection. In no case will completed surveys be left at Base Operations for more than 3 days.

3.13.3. The Prime Knight Manager will chart the results of the surveys for review by wing leadership at the discretion of the 375 AW Commander.

3.13.3.1. Areas graded below satisfactory will include an explanation provided by the appropriate Prime Knight POC. The owning group commander should approve remarks before forwarding them to the 375 AW Commander.

3.13.3.2. All remarks for the previous month are due to the Prime Knight Manager not later than the third duty day of the new month (e.g., coordinated May survey comments are due from Prime Knight POCs to the Prime Knight Manager not later than the third duty day in June).

3.14. **Form Adopted.** AF IMT 1297, **Temporary Issue Receipt.**

BARBARA J. FAULKENBERRY, Colonel, USAF
Commander

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

AFJI 31-102, *Physical Security*

AFI 31-101, *The Air Force Installation Security Program (FOUO)*

AFI 34-246, *Air Force Lodging Program*

AMCI 34-1, *Prime Knight*

SAFBI 31-101, *Installation Security Instruction (FOUO)*

Abbreviations and Acronyms

AC—Aircraft Commander

ACC—Aircrew Coordinator

AFI—Air Force Instruction

AMCI—Air Mobility Command Instruction

ATOC—Air Terminal Operations Center

AW—Airlift Wing (Unit Designation)

C2—Command and Control

COMSEC—Communications Security

CP—Command Post

IAW—In Accordance With

IMT—Information Management Tool

LFA—Legal for Alert

MSG—Mission Support Group (Unit Designation)

OG—Operations Group (Unit Designation)

POC—Point of Contact

SF—Security Forces (Unit Designation)

SFS—Security Forces Squadron

TRNS—Transportation Squadron

UDI—U-Drive-It