

AF/A3M

Executive Airlift



Contact Guide

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EXECUTIVE SUMMARY

- All crew members are military members and are required to execute each mission carried out under DoD and higher headquarters directions and instructions; the onboard contact has the responsibility to ensure all passengers comply with these instructions.
- During mission planning, all itinerary requests and changes must be coordinated through AF/A3M (formerly known as CVAM).
- There are two types of execution phases, the Mission Execution Phase (defined as 2 hours prior to initial departure from Andrews up through mission completion at Andrews) and the Daily Execution Phase (defined as 2 hours prior to the first takeoff of every travel day through final engine shutdown on that particular travel day). During the Mission Execution Phase address itinerary changes with the aircraft commander who will then work final coordination through A3M. (NOTE: **Do not contact any crewmember inside of 12 hours prior to any Execution Phase. This is classified as “crew rest” time for the aircrew which is required by regulation.**)
- After confirmation of a planned itinerary in AVISOURCE, the squadron assigned to execute your mission will begin their planning. **No actions are taken on the part of the crew (i.e. visas, diplomatic clearances, lodging, etc.) to enable the travel that you are planning while the mission status is still tentative.** Therefore, provide A3M the required info to “confirm” your travel ASAP.
- Unlike commercial airlines, **our missions do not have pre-approved over flight diplomatic clearances.** The lack of advance notice to fly to a desired country, and/or changes to departure/arrival times often puts the entire diplomatic clearance process in jeopardy.
- The times shown on your itinerary are “in and out of parking place” times. To ensure a timely arrival at your next destination, ensure the primary DV is on board the aircraft and seated prior to the departure time.
- Please ensure all passenger baggage (not including the primary DV’s) is at the aircraft for loading **no later than one hour prior to departure**; ensure party is on board prior to departure time. Each bag should have a luggage tag identifying it to the passenger. The Contact is responsible for ensuring that all baggage is properly tagged and removed.
- Before departing the aircraft at each stop, the Contact must confirm with the Aircraft Commander the next departure time, exchange hotel and cell phone numbers, provide a copy of the DV itinerary (if possible), and discuss any proposed itinerary changes to the mission. The Aircraft Commander will explain the process for receiving messages and calls during crew rest.
- Air Force instructions govern the length of a flight crew’s duty day to a maximum of 16 hours (C-37A/B) or 24 hours (C-32A or C-40B). This time typically starts 2 hours prior to the first takeoff of the day.
- If food and beverage selections are not confirmed 72 hours prior to departure, the Flight Attendants will select meal options to support the mission and party.
- Section 6 of this guide provides a Contact’s planning checklist that will help you in your planning.
- Most Executive Airlift (EA) flights require additional security to protect the aircraft. These Executive Aircraft Security (EAS) personnel will fly aboard the aircraft and may require additional seating. A3M and the Aircraft Commander will inform you if a reduction in seating capacity is required.

SECTION ONE: Operating Policies
MISSION PLANNING OVERVIEW

Mission Status	Crew Actions	Contact Actions	Approves Itinerary Changes
Tentative	Verifies en-route times, airfield suitability, operating hours, security requirements		A3M
Confirmed	Visas, diplomatic clearances, lodging, crew will reach out to the contact to coordinate menus and comm requirements	Send SAMPAX passenger manifest at least 1 day prior	A3M
Mission Execution (begins 2 hours prior to departure from Andrews) Daily Execution (begins 2 hrs prior to first takeoff of the day)	None	Ensure pax baggage arrives NLT 1 hour prior to departure Ensure party is on board prior to departure time Verify departure/arrival times and contact information with the Aircraft Commander	Aircraft Commander (Do not contact any crewmember inside of 12 hours prior to any Execution Phase due to crew rest requirements) (Contact A3M for changes during the 12 hours of crew rest)

MISSION PLANNING

When A3M initially receives your request, they provide notional en-route times and a 90% solution to your travel scenario. The assigned airlift unit then completes a detailed work-up, studying and refining such things as en-route times, airfield suitability, airport operating hours, security requirements, and host nation restrictions. A3M will usually provide you a complete work-up within one business day of receiving the detailed work-up. An accurate and developed request will result in the best initial travel plan. This stage of mission planning is known as the “TENTATIVE” mission phase.

Flying units will keep all your trip information secure and protected during this “TENTATIVE” phase of mission planning; however, this status restricts the ability of the aircrew to coordinate all of their mission requirements. **EXAMPLE:** While you can set up meetings and make lodging reservations in this status, some actions cannot be taken by the crew (i.e. visas, diplomatic clearances, lodging, etc). Therefore, as soon as possible A3M needs you to proactively change the mission status to “CONFIRMED.” A confirmed mission means three events have occurred. First, the flying unit is able to support the flight itinerary as is (fuel stops, airfield suitability, duty day, etc.), second, the customer is satisfied with the flight itinerary as published, and third, the mission has the appropriate OSD approval(s) to execute. It also means it is officially releasable for committing the funding to support it. Once you CONFIRM the trip, the tasked flying unit will send official messages to those with a need to know (clearance

coordinators in embassies), the visa process begins, the crews procure lodging, logistics, etc. If you can make every effort to notify A3M of any changes prior to 1400 EST the day prior to the Mission Execution Phase, you will better enable the planning to be finished by the end of that duty day.

Air Force instructions govern the length of a flight crew's duty day (**a maximum of 16 hours for C-37A/B and 24 hours for C-40B/C-32A**) and the time required between duty days (**normally a minimum of 15 hours**). This time typically starts 2 hours prior to the first takeoff of the day.

Estimated en-route times provided to you are "in and out of parking place" times, and do not include the time required to load and unload the official party. For example, it takes 45 minutes for a C-37 to taxi to the runway at Andrews, take off, fly to New York, and taxi to the parking spot. If a desired New York arrival time is 1000, the Contact must ensure the DV is on board the aircraft to allow for a 0915 taxi out of parking time. That translates into arriving at the aircraft at 0910. Flight conditions and air traffic control may also affect en-route times.

Once an itinerary is CONFIRMED, the Aircraft Commander, Lead Flight Attendant (FA), and Communications Systems Operator (CSO) assigned to the mission will reach out to the Contact to begin setting up the mission details such as menus, communication requirements and arrival or departure ceremonies. This is a good time to use the Contact's Checklist (See Section 6). The purpose of this coordination is to introduce ourselves, exchange phone numbers and to review mission details and requirements. The Lead FA will coordinate for safety concerns, service and specialty item requirements (i.e., medical conditions, in flight meal service, DV likes/dislikes, etc). The CSO will coordinate all airborne communications requirements prior to the mission departure with the Contact/Executive Travel team. The CSO will discuss aircraft capabilities, limitations and carry-on communications setup, if required.

ESTIMATED TIME MATRIX

It is important to remember below listed times (hours + minutes) are **estimates** from Andrews and may vary from actual mission times due to changing weather or air traffic routing. Return flight times are not the same.

Location	C-32A	C-37A/B	C-40B
London	7 + 00	7 + 00	7 + 15
Frankfurt	7 + 45	7 + 45	8 + 00
Rome	8 + 30	8 + 30	8 + 50
Tel-Aviv	12 + 45	12 + 00	12 + 55
Riyadh	14 + 20	14 + 20	14 + 30
Delhi	19 + 30	34 + 30	19 + 50
Moscow	9 + 25	9 + 25	9 + 45
Mexico City	4 + 20	4 + 20	4 + 30
Panama	5 + 00	5 + 00	5 + 10
Lima	7 + 15	7 + 15	7 + 30
Sao Paulo	9 + 50	9 + 50	10 + 10
Buenos Aires	12 + 30	12 + 30	12 + 40
Anchorage	7 + 30	7 + 30	7 + 45
Honolulu	10 + 00	10 + 00	10 + 20
Yokota	17 + 35	31 + 00	17 + 50
Seoul	18 + 20	31 + 50	18 + 40
Beijing	22 + 20	34 + 15	22 + 45
Hong Kong	23 + 15	35 + 10	23 + 45
Bangkok	40 + 00	40 + 00	40 + 50
Singapore	39 + 00	39 + 00	39 + 50
Sydney	33 + 20	33 + 20	33 + 55

ASSUMPTIONS:

1. Aircraft en-route stop/servicing times of 45 min for the C-37A/B; 1 + 30 for the C-32A and C-40B.
2. Crew duty day of 16 hours for a basic crew (C37A/B)
3. Crew duty day of 24 hours for an augmented crew (C-32A/ C-40B only)
4. 15-hour ground time for crew rest stops

Example: A C-32A will arrive in Bangkok an **estimated** 40 + 00 hours after departing Andrews, including fuel stops and required ground time.

SAM FOX SERVICE

The primary goal of the 89th Airlift Wing is to provide a safe, comfortable, reliable, connected, and protected mission. The crew will give you a customer survey form upon enplaning. Please use it to tell us how we are doing - we take your comments very seriously. If a more personal method is preferred, please call, email, or send a letter to the 89th Operations Group Commander.

A back-up aircraft is only provided for Air Force Two, First Lady of the United States, Secretary of State, Secretary of Defense, and Chairman of the Joint Chiefs of Staff missions (only for departures from JB Andrews and are to be used in case of a maintenance issue).

DAILY EXECUTION PHASE

The Daily Execution Phase begins 2 hours prior to your scheduled departure for each travel day. The crew's preflight activities ensure the aircraft is ready for baggage upload, passenger boarding and departure according to the published itinerary. Due to safety reasons, the crew requires adequate time to perform preflight duties without passengers on board. Because en-route times are fixed, passengers can expect to arrive at the next destination "on-time" only if they board prior to the scheduled departure time.

To facilitate expeditious mission departure, Contacts are responsible for ensuring all passenger baggage (not including the primary DV's) is at the aircraft for loading no later than 1 hour prior to departure and is properly marked with baggage tags.

Under normal circumstances, the crew will be ready to depart 30 minutes prior to scheduled departure time. Departing earlier than 30 minutes requires advance crew coordination (prior to entering crew rest) and cannot be guaranteed. Maximum crew duty day, minimum crew rest, airport restrictions and aircraft diplomatic clearance limitations often limit early departures.

Upon arrival at each location, the DV and their party can usually depart the aircraft immediately; however, at some international locations, customs, immigration, or agricultural inspections may cause short delays. The key to minimizing delay and DV inconvenience is to ensure all required paperwork is in order. FAs will provide necessary forms and guidance, but the Contact is responsible for completing them prior to arrival.

Before departing the aircraft, the Contact must confirm with the AC the next departure time, exchange hotel and cell phone numbers, provide a copy of the DV itinerary (if possible), and discuss any proposed mission itinerary changes to the mission. The AC will inform the Contact of when the crew will enter crew rest and when they will arrive at the aircraft for the next departure. The AC should explain the process and availability for receiving messages and calls during crew rest. **Do not contact any crewmember inside of 12 hours leading up to the Daily Execution Phase of the next flight to avoid crew rest interruption.** If you need to contact someone about your mission during this timeframe, contact A3M to relay the message to the crew.

PASSENGER SEAT BELT / SAFETY PROCEDURES

Takeoff/Approach/Landing

Passengers must be seated with seatbelts, and shoulder harnesses (if available) fastened during all critical phases of flight (takeoff, approach and landing) and when directed by any crewmember or when the seat belt light is illuminated. Additionally, prior to takeoff and on descent, all passengers will stow all loose items, ensure seatbacks are in full upright position, tables are stowed, and place all electronic transmitting devices to 'Airplane Mode'.

(EXCEPTION: The primary DV or one designated staff member may use a portable laptop computer on the fixed table (stowable table for C-37) during taxi, takeoff and landing. Aircraft will not takeoff or land until passengers are seated and the flight attendant has notified the pilots that the cabin is secure. Passengers must remain seated with their seat belts fastened and all items stowed until the AC has turned off the seatbelt light. Not adhering to these policies will cause delay for the DV and puts the safety of the passengers and crew at risk.)

Turbulence

When the AC illuminates the fasten seat belt light, FAs will make every effort to get passengers, including the primary DV, seated immediately with their seat belts fastened. If it becomes unsafe to continue food and beverage service, the Lead FA will ensure all flight attendants are seated. Service will resume as soon as the crew believes it is safe for limited movement about the cabin. Passengers will remain seated until the AC has turned off the fasten seat belt light. This is done for the safety of the passengers and crewmembers. As a Contact, your help is critical to ensure basic Air Force and FAA safety guidelines are appropriately followed when transporting our important passengers.

PlaneGard™ Personal Electronic Device (PED) Fire Containment Case: This is installed on the aircraft for use in the event of a PED battery overheat or fire. Quick reaction by the passengers and aircrew is vital in preventing a serious incident or injuries. The PED Fire Containment Case should be used to contain any device that is overheating, bulging, exhibits fumes/odor, smoking, on fire, or other abnormal indications. Immediately notify an aircrew member if any PED is experiencing these symptoms.

DO NOT move the PED Fire Containment Case from their designated areas and ensure they are easily accessible (not covered in other equipment). It is vital that aircrew can rapidly access and employ the device, therefore they must remain in their designated locations.

CLASSIFIED MATERIAL

Special attention needs to be paid to classified material. All classified material carried onboard the aircraft by the party is their sole responsibility and will be in their possession upon deplaning. There is no classified storage facility onboard for the party. The CSO is not responsible for the storage, disposition or destruction of any classified material not removed by the party. Burn bags will not be provided.

ELECTRONIC DEVICES

Portable electronic devices carried aboard aircraft can cause electromagnetic interference with aircraft systems, with a direct impact on aircraft safety. The AC and FAs will ensure the mission Contact is informed of all applicable policies concerning these devices on AF aircraft.

FCC and Air Force instructions prohibit use of cellular phones during flight and while taxiing for departure. Cellular phones and personal electronic devices will be placed into non-transmit or airplane mode prior to taxi. CSOs are onboard to facilitate communication requirements for the party while aboard the aircraft. The Contact must coordinate special communications needs with the CSO as soon as possible.

Bottom line: If you need to use a portable electronic device, please consult a crewmember. ***The pilot and crew are to be aware that the equipment is being operated.*** More information on carry-on communication gear is covered in Section Four.

89TH AIRLIFT WING SAM OPERATIONS

CURRENT OPERATIONS: The 89th Operations Group (89 OG) Current Operations is the organization within the 89th Airlift Wing (89 AW) responsible for internal scheduling of the SAM fleet. Current Operations monitors all EA missions worldwide and maintains direct contact with

the Aircraft Commanders (ACs). They coordinate mission changes with A3M and relay approval or disapproval to the AC.

COMMAND POST: The Andrews Command Post is the 89 AW 24 hour-a-day center for command and control of all SAMs. Contacts may call the Command Post to reach the A3M duty officer, the AC or to inquire about any aspect of their mission. TACC and TRANSCOM are not involved in tasking or command and control of SAM missions and will not be able to answer questions about them. **Do not contact any crewmember inside of 12 hours leading up to the EXECUTION phase to avoid crew rest interruption.** To avoid misunderstandings, a Contact who calls the Command Post must first identify him or herself and then ask for the duty officer or SAM controller.

SAMPAX: The 89th Aerial Port Squadron (89 APS) Special Air Mission Passenger Service Element (SAMPAX) prepares manifests, handles passenger and baggage check-in and coordinates ground transportation requirements for Andrews DV arrivals and departures. SAMPAX will coordinate all aircraft parking at Andrews through Maintenance Operations Center (MOC), and in case of inclement weather, will follow Current Operations direction for hangar departures or arrivals. SAMPAX's normal duty hours are 0730-1630 EST weekdays (maintains 24-hour coverage for scheduled DV arrivals or departures at Andrews). 89AW Flightline Protocol is responsible for scheduling the DV lounge for waiting guests to relax until departure. During non-duty hours, the Air Terminal Operations Center (ATOC) handles passenger service questions at 301-981-7405.

Passenger Manifest Responsibilities

The Contact must provide information needed to prepare manifests to SAMPAX at least one day prior to mission departure, via facsimile, e-mail (89aps.trops@us.af.mil), telephone or direct delivery to SAMPAX. This required information includes:

1. Passenger Name
2. Rank
3. SSN or passport number (if a military/employee dependent lacks a SSN or passport number, the sponsor's number will be used)
4. Status (active, reserve, retired, dependent, civilian employee)
5. The sponsoring Service, agency, or employee
6. The name and telephone number of a person designated as an emergency contact not traveling with the passenger. Emergency contact information will be solicited/collected by the passenger manifesting agency or the flight crew when the passengers go direct to the aircraft, unless the passenger is incapable of providing the information, or an emergency precludes its collection.

Additionally, if there are any passenger mobility issues (i.e. unable to climb stairs), SAMPAX must be notified in order to provide appropriate support. The Contact will provide the most current manifest prior to departure to the FA or AC. According to US and International policies, changes to the manifest **MUST** be coordinated prior to departure from home station or any en-route stop and the updated version will be left with a responsible party. To avoid any unnecessary delays, work with the Aircraft Commander early to coordinate manifest changes.

Occasionally, one Contact may plan a particular mission, but someone else may actually

escort the DV and their party during the trip. In these cases, it is imperative the Contact is fully briefed on all pre-mission agreements with A3M, the AC, CSO and the FA. Accomplish this briefing before the execution phase begins. The Contact for the trip must confirm all legs on the itinerary during the first leg of the mission and establish the communication means between themselves and the AC. If there are specific seating requirements, the Contact is responsible for seating assignments and the placement of seating cards prior to departure.

POST MISSION

U.S. Customs Requirements

- 1) No one will deplane before the Customs & Border Patrol (CBP) Officer gives them permission to do so.
- 2) Individual Declaration (6059B)
 - a) CBP requires each individual to complete and sign one 6059B per family. The Contact is responsible for ensuring all members of the traveling party comply with this requirement.
 - b) Passport numbers will be used on the form, not SSN's. It is the responsibility of the Contact to ensure the passenger passports are signed.
 - c) List all articles purchased with prices on the back of the form.
 - d) Use home address not work address on the form.
- 3) Limitations for clearing customs
 - a) Please refer to the U.S. Customs and Border Patrol Website for the most up-to-date information on import limitations (www.cbp.gov)
- 4) The CBP Officer has the right to search the aircraft and all personal bags at any time.
- 5) The Contact will be asked to provide CBP a pre-clearance custom form for all passengers NLT than 3 hours prior to arrival only at Andrews AFB, however, they can receive the information any time prior to the 3 hour requirement

SECTION TWO: Flight Attendant Information

MEAL/BEVERAGE SERVICE GUIDELINES

The FA and Contact will determine the number and type of meals to serve according to mission constraints and customer desires. During mission planning, the Lead FA will provide the Contact with the USAF Distinguished Visitor Menu Book and a suggested meal plan based on the mission itinerary and DV preference sheet. The Contact will then select a final menu that will be offered to all passengers and staff. Additionally, the Contact should identify significant dietary constraints and food allergies. Due to logistical limitations and sanitary reasons, FAs cannot split entrée service (i.e., half of the passengers get beef, the other half chicken). FAs will always accommodate dietary restrictions and desires for the primary DV and spouse. However, it is not always possible to accommodate to individual preferences. Early confirmations of food and beverage selections are essential for the best possible customer satisfaction. **If food and beverage selections are not confirmed 72 hours prior to departure, the FAs will select meal options to support the mission and party.** Additionally, last minute changes to the menu may not be feasible. **FAs do their shopping and meal preparation no later than 24 hours prior to departure.**

The following cabin meal service standards are based on a FAs ability to prepare, complete serving, and have the galley and cabin areas secured for descent:

<i>Flight Time</i>	<i>Cabin Service Available</i>
Less than 1+30	Full meal for DV & beverage service with snacks available for all passengers
1+30 to 2+00	Full meal for DV on all airframes C-32/C-40: Bistro bag and beverage service for passengers C-37: Beverage service with snacks available for passengers
2+01 to 4+00	1 Full meal
4+01 to 7+00	1 Full meal + Appetizer or Bistro bag
Greater than 7+00	2 Full meals

**The ETE time in Avisource and the "Flight Times" in this table are from block out to block in. Service requests greater than these guidelines pose significant logistical and safety concerns.*

***These guidelines may vary according to customer numbers and requirements. The Lead FA will have final authority on meal service.*

**** Due to restrictions set forth in the Economy Act Agreement, FAs cannot purchase alcohol of any kind, however, they are permitted to serve the alcohol. If alcoholic beverages are desired on a mission, the party will be responsible for providing it to the Lead FA in advance of the mission. Passengers are prohibited from serving themselves any alcoholic beverages, due to safety restrictions. All remaining alcohol will be returned to the **Contact** or disposed of upon mission termination.*

BISTRO BAG GUIDELINES

Referencing the table above, the Lead FA may choose to substitute a Bistro Bag for an appetizer under certain circumstances. Regardless, all meals should be selected by the contact during the mission planning phase. In general ground meals are not provided by the FA. In unique circumstances, the FAs may provide a take-away Bistro Bag for the principal DV if requested and coordinated during the mission planning phase.

INFLIGHT SERVICE FUNDS

Flight Attendants are required to use a free secure service provided by the U.S. Treasury via <http://pay.gov> to collect financial charges from the party, passengers and crew. When coordinating in-flight service, flight attendants will ensure they have the proper name, organization, and email address of the POC that will need to receive a bill through pay.gov for service. For most cases, this will be either the on board Contact or mission contact if the airlift squadron elects to use a single POC for billing purposes. In order to streamline the process, the squadrons will use a single customer POC for billing purposes in lieu of billing individual passengers.

Upon mission completion, the squadron's POC will electronically charge the traveling party's POC who will then be responsible to pay the bill using either credit, debit, or automated clearing house (ACH) payment. Please ensure the flight attendants have received the correct email address for the Contact or POC as this is the only method to bill through pay.gov.

Contacts should expect the crewmembers to use a Government Travel Charge Card (GTCC) for all purchases in support of the mission. Current DoD regulations prohibit the crew from using the GTCC to purchase alcoholic beverages, magazines, newspapers, periodicals, flowers, or other decorative items.

The FA will present the Contact with an AF Form 4085 (Mission Expense Record) on the last leg of the trip, itemizing all party expenses. The Contact should understand all form entries and ensure that billing data is correct. The Contact will receive a copy of the completed AF Form 4085 after all expenses are certified. *If billed, the bill is due 14 days from the date the invoice is postmarked.* Billing privileges may be suspended for all customers having delinquent accounts.

CANCELLED MISSIONS

If a mission is cancelled by the using agency after food has been purchased, the agency is responsible for expenses incurred by ***both passengers and crew*** to include any remaining unused items and will be billed accordingly. For missions cancelled through no fault of the using agency (e.g., higher priority user requested the aircraft), there will be no cost billed to the using agency of the cancelled mission.

MISSION TERMINATION

Upon mission completion, all unused items (purchased with agency funds), become the property of the using agency. Due to Air Force regulations we are unable to store any food leftover from missions and all alcohol must be taken upon mission termination by the Contact. If

the Contact refuses transfer of unused items, perishable, non-perishable and alcohol items will be disposed of prior to departing the aircraft.

PET POLICY

If you desire a pet to be transported, notify the aircraft commander as soon as possible. The EA pet policy is as follows:

C-37: Pets will be kenneled for takeoff and landing. **EXCEPTION:** If, in the opinion of the PIC, the pet will not hinder passenger or aircrew movement throughout the cabin, the pet does not require kenneling during takeoff or landing; however, the pet will be harnessed or leashed and under the positive control of the handler.

C-32/C-40: Pets will be kenneled, or remain in the DV compartment/stateroom, for takeoff and landing.

SECTION THREE: Security **EXECUTIVE AIRCRAFT SECURITY**

Executive Aircraft Security (EAS) is a program to protect our aircraft on the ground when transiting foreign airfields where additional aircraft security is required. EA flights into higher threat locations require security personnel to fly on board. For some EA aircraft, this may translate into fewer seats available for your use.

CREW RESPONSIBILITY

As an access control measure, only the crew, members of the official party, and persons approved by the AC are allowed aboard EA aircraft. Either USAF EAS, security forces or another designated crewmember will use the manifest to check the identities of all passengers prior to boarding.

CONTACT RESPONSIBILITY

The Contact must ensure the manifest for each mission leg is accurate. Positive identification of every passenger is the Contact's responsibility. This is the only way to maintain security and avoid unnecessary delays at departure time.

Baggage security is also the Contact's responsibility. The Contact or the party's designated baggage handlers **must maintain continuous surveillance of all passenger bags prior to loading on the aircraft**. The manifest is referenced when loading passenger baggage. All baggage should be properly labeled; unmarked carry on or regular luggage will not be loaded onto the aircraft. Security personnel are required to open and inspect baggage that arrives at the aircraft unescorted, which could cause a delay in mission departure. In addition, it is important that the Contact ensures all required baggage is removed from the aircraft before departing during en-route stops. Because of crew rest, logistics, etc., it may be impossible to return to the aircraft for luggage left behind.

SECTION FOUR: Mission Communications

CSOs make every effort to obtain the highest quality circuits, but many variables can make communication less than optimum. The aircraft's location and position with respect to satellite(s), weather, ground switching stations and the quality/availability of landlines may all have a negative impact. Satellite communications are usually routed from the aircraft to a satellite then through a ground entry point for a landline connection and ultimately to the destination. Phone calls are occasionally dropped due to the complexity of airborne communications and the many ground interfaces between the DV, aircraft and the party on the other end of the phone line. ***If you are experiencing any problems with on board communications, please notify the CSO immediately.*** They will resolve the problem expeditiously.

It is vitally important to coordinate your communications requirements through the CSO before mission execution, especially if you have any unique requirements (video teleconference, conference call) or carry-on equipment that may require additional support.

A request to have your carry-on equipment set up earlier than one hour prior to mission departure must be approved by the Aircraft Commander. It is the Contact/Executive Travel Communications team's responsibility to ensure that any laptop which will utilize airborne connections is a government laptop and has the most current anti-virus/spyware protection and security updates/patches. If you have any questions during flight do not hesitate to contact the onboard CSO.

The onboard Contact needs to determine which passengers require access to aircraft internet and communications systems. If the Contact wishes certain passengers (e.g. press corps) to not have full access, that must be conveyed to the CSO prior to mission departure. Data/fax traffic shall be routed through the Contact unless specifically requested otherwise. If the Contact requests that traffic be routed directly to the party officials, this should be coordinated prior to mission departure.

The use of certain Wi-Fi routers and wireless portable electronic devices (wPEDs) has been approved by HQ AMC for EA aircraft. Policies governing their use are evolving rapidly, so you can obtain the most current policy/waiver paperwork from your Aircraft Commander or CSO.

The following applies to carry on Wi-Fi:

Carry on Wi-Fi not permitted when systems above collateral secret are operating.

The AC is the ultimate decision authority as to the operation of wPEDs in flight, and will direct the shutdown of all wPEDs if any interference with aircraft systems is observed or suspected.

COMMUNICATIONS CAPABILITIES

COMMUNICATIONS MEDIA	PHONE NUMBER	CLASSIFICATION LEVEL	PRICE
AIRCRAFT iPHONE	Pre-coordination with CSO	Unclassified	No cost to user
INMARSAT	Pre-coordination with CSO	Unclassified	\$2.37 per minute
INMARSAT	Pre-coordination with CSO	Up to Top Secret/SCI	Up to \$7.00 per minute
IRIDIUM	Pre-coordination with CSO	Unclassified	No cost to user
VoIP	Pre-coordination with CSO	Unclassified	Cost dependent on data service
CMS	Pre-coordination with CSO	Top Secret/SCI	Cost dependent on data service
Email	Pre-coordination with CSO	Unclassified	Cost dependent on data service
Email	Pre-coordination with CSO	Secret	Cost dependent on data service

DATA SERVICE	NAME	SPEED	PRICE
ViaSat	CWS	Satellite Dependent - 2 to 60 MB/s	No cost to user
HSD	Swift 64	64 KB/s	\$7.00 per minute
HSD	Swift 64	128 KB/s	\$14.00 per minute
HSD	Swift 64	192 KB/s	\$21.00 per minute
HSD	Swift 64	256 KB/s	\$28.00 per minute
HSD	Swift Broadband	64 KB/s	\$5.31 per minute
HSD	Swift Broadband	128 KB/s	\$11.48 per minute
HSD	X-Stream	432 KB/s	\$20.90 per minute
HSD	HDR Full Channel	650 KB/s	\$40.50 per minute
HSD	Standard IP	432 KB/s	\$4.54 per MB

ENCLAVE	NETWORK	CONNECTION	LIMITATION
Non-Secure - NIPR	EACN	RJ-45 LAN or Wireless	WiFi **See notes below**
Secret - SIPR	EACN	RJ-45 LAN	Carry-on WAP Policy
Top Secret / SCI	EACN	RJ-45 LAN	Carry-on WAP Policy
Black Internet	Commercial	RJ-45 LAN or Wireless	WiFi **See notes below**

PRINTER NAME	PRINTING/SCANNING CAPABILITIES	CLASSIFICATION LEVEL
HP Document Center Printer	Color Print and Scan	Unclassified
HP CSO 1 / 2 Printer	Color Print and Scan	Up to Secret
HP CMS Printer	Color Print	CMS TS/SCI **Received from WHSR only**

NOTES
--All incoming aircraft system calls are routed through the Communication Systems Operator (CSO)
--Inform the CSO of passenger phones that will need direct dial from their seats (no CSO assistance)
--Inform the CSO what TS/SCI, SIPR, or NIPR ports need to be disabled
--All CSOs have TS/SCI clearance, therefore all documents can be delivered by any CSO
--There is no classified storage or destruction capabilities aboard the aircraft (Please refer to Contact Guide)
--Per AMC wireless access point WAP Policy, all classified devices above collateral secret must be shut down on the aircraft while using carry-on WAPs.
--This aircraft has built-in internal NIPR WiFi that can be used concurrently with CMS

COMMUNICATION DEFINITIONS

MILITARY SYSTEMS

UHF SATCOM – Military “priority” system-MYSTIC STAR, global voice and data (using agency responsible for requesting before mission)

VHF-FM – Privatized radio used primarily by the US Secret Service security detail for up-to-minute updates of situation

HF – Clear voice through the DoD’s Global HF Network

COMMERCIAL SYSTEMS

Iridium System (Iridium) – Iridium provides two channels of all-altitude, all-latitude Iridium clear voice.

Satellite Aeronautical Radiotelephone System (SARS) – Commercial world-wide clear voice communications.

High-Speed Data (HSD) - Operates over Inmarsat’s “Swift-64”, “Swift BroadBand”, “X-stream, and “HDR” systems allowing 64K up to 650K data for worldwide Internet access. Also, most aircraft can operate secure voice using a STE (secure phone).

Crisis Management System (CMS) – Secure IP based phone and VTC capability

NIPRNet/SIPRNet/Video – Broadband data/video with full transmit/receive capability. Customer will need a SIPRNet account to access secure e-mail.

Viasat Wideband system – High speed wideband commercial internet capability.

INFLIGHT ENTERTAINMENT

The majority of our aircraft have video monitors throughout the cabin with movies available for in flight viewing. The FA will provide a program guide with movie overviews and ratings. The 89 AW Commander and DIRWHMO have agreed to the following movie guidelines:

1. The 89AW will provide on-screen media selections that comply with content standards set forth by the DoD for acceptable material in a government office or computer. These standards would prohibit movies that include objectionable material (extreme language, violence, sex, and themes that denigrate a religion, race, sex, culture, etc.).
2. If the TRAVELING PARTY requests an on-screen media selection not provided by the 89AW, then the crew will accommodate this selection if rated PG-13, PG, or G. If the selection is rated R, then it must be commercially edited for content and must comply with the DoD standards as mentioned above.
3. The PRINCIPAL may watch any on-screen media selection in the DV cabin only.

SECTION FIVE: Aircraft Information

CREW REQUIREMENTS

Air Force instructions restrict crewmembers from participating in job or duty-related activities (i.e., mission planning, shopping, etc.) during the 12-hour period prior to mission or daily execution phases. The primary reason for this is SAFETY.

A3M will coordinate with the Contact to accommodate a customer with an overriding need for more than 10 seats on the C-37A/B or more than 19 on C-40B missions. A “basic crew size” does not include additional crewmembers required for reasons to include (but not limited to) training and evaluations. Basic crew sizes are listed below, yet typically crew sizes are slightly larger due to training and/or evaluation requirements.

C-37A/B (Gulfstream V/550)

Crew: 2 P, 1 FE, 1 CSO and 1 FA (EAS as required).

C-32A (Boeing 757)

Crew: 3 P (4 if exceeding 18 hour duty day), 2 CSO, 2 FCC, 6 FA, 4 EAS (up to 6, determined by EAS policy and mission requirements)

C-40B (Boeing Business Jet - 737)

Crew: 3 P (4 if exceeding 18 hour duty day), 2 CSO, 2 FCC, 4 FA, up to 4 EAS (determined by EAS policy and mission requirements)

AIRCRAFT DATA

EA aircraft weigh more than their civilian equivalents due to communication and support equipment. This added weight effects range and baggage limitations.

Aircraft Type	Max Pax (<16 hr day)	Max Pax (>16 hr day)
C-37A/B	8 + DV compartment without EAS note 1	N/A
	6 + DV compartment with EAS note 1	
Aircraft Type	Max Pax (<18 hr day)	Max Pax (18-24 hr day)
C-32A	41 + DV compartment note 2	39 + DV compartment note 2
	39 + DV compartment 96 hour cumulative ground time note 2	37 + DV compartment 96 hour cumulative ground time note 2
C-40B	20 + DV compartment without EAS note 3	18 + DV compartment without EAS note 3
	18/16 + DV compartment with EAS required note 3/4	16/14 + DV compartment with EAS required note 3/4

1 C-37A/B DV compartment capacity is 4 (1 plus 3 other in compartment)

2 C-32A DV compartment capacity is 5 (1 plus 4 other in the compartment)

3 C-40 DV compartment capacity is 4 (1 plus 3 other in compartment)

4 EAS (Executive Aircraft Security) requirements vary based on mission and location requirements

AIRCRAFT PROTECTION LEVEL (PL) STATUS AND MIMIMUM EAS REQUIREMENT

Aircraft Type	Protection Level 1 & 2	Protection Level 3 (Note 1)
C-37A/B	2 EAS	2 EAS
C-32A	4 EAS	N/A
C-40B	2/4 EAS	2/4 EAS

1 PL 3 aircraft only require EAS when transiting EAS-required locations.

BAGGAGE

Passengers and crew will store all carry-on baggage in an area that provides the maximum amount of protection in the event of severe turbulence, emergency evacuation, crash landing or ditching. Approved areas are closets, overhead storage bins and under seats. At no time will carry-on baggage or other luggage items protrude into the aisle or impede access to the emergency exits or any emergency equipment. For passenger and crew safety, large bags must be stowed in the baggage compartment.

Aircraft Type	Lavatories	Baggage Hold	Luggage Weight
C-37A/B	2	Very Limited	50 lb + 1 carry on
C-32A	4	Limited	50 lb + 2 carry on
C-40B	3	Very Limited*	50 lb + 2 carry on

* Each passenger may have one 50 lb bag for the cargo compartment and two small carry-ons. Although the closets appear spacious, they have low structural weight limits and cannot be filled to volume capacity. Limited overhead bin space is available. The baggage capacity per passenger of the C-40B is slightly less per person than that of the C-37A/B. Please plan accordingly.

For C-37A/B: Access to the aft baggage area on C-37A/B aircraft is limited to crewmembers. If you have a requirement to store items in the aft baggage area, please coordinate with the FA. Hand carrying baggage (especially hard-sided) through the passenger compartment has a potential of damaging to the aircraft interior and equipment. For this reason, all baggage (except soft-sided carry-on bags) should be loaded through the baggage door on the aft left side of the aircraft.

AIRCRAFT INTERIORS/SEATING CHARTS
C-37A/B

DV Seating:

D1. _____ (Primary's seat)

D2. _____

D3. _____

D4. _____

Passenger Seating:

1. _____

2. _____

3. _____

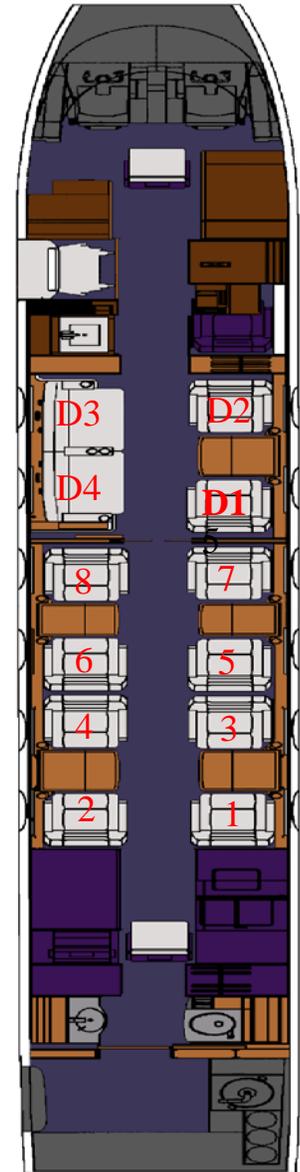
4. _____

5. _____

6. _____

7. _____

8. _____



C-40B

DV Seating:

D1. _____ (Primary's seat)

D2. _____

D3. _____

D4. _____

(There is a third seat on the Divan that cannot be used for takeoff/landing)

Business Section Seating:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____

12. _____

Conference Seating:

13. _____

14. _____

15. _____

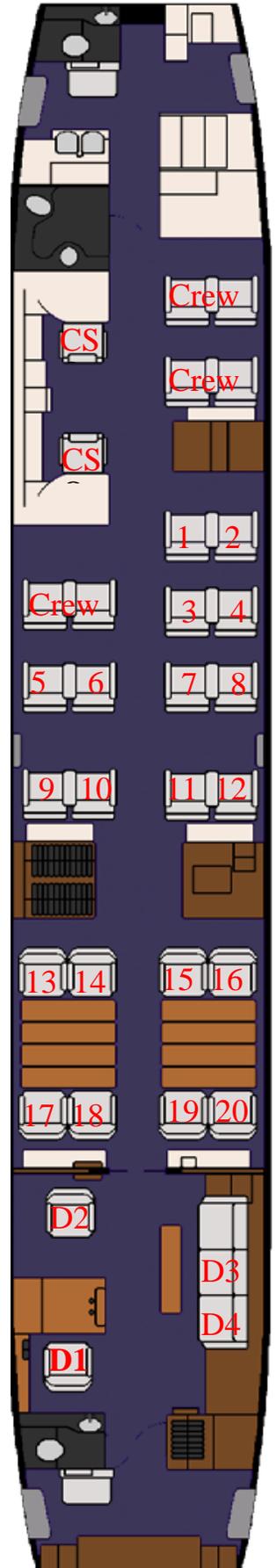
16. _____

17. _____

18. _____

19. _____

20. _____



C-32A

Stateroom:

- D1. _____ (Primary's seat)
- D2. _____
- D3. _____
- D4. _____
- D5. _____

Senior Staff:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____

Staff:

- 9. _____
- 10. _____
- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____

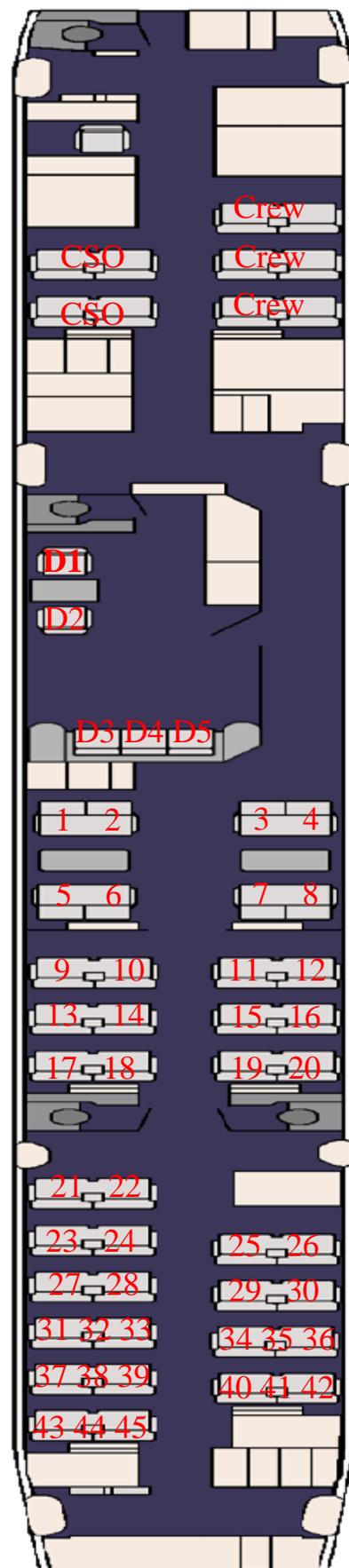
Passenger:

- 21. _____
- 22. _____
- 23. _____
- 24. _____
- 25. _____
- 26. _____
- 27. _____
- 28. _____
- 29. _____
- 30. _____

Passenger-Trip Seats:

- 31. _____
- 32. _____
- 33. _____
- 34. _____
- 35. _____
- 36. _____
- 37. _____
- *38. _____
- *39. _____
- 40. EAS
- *41. _____
- *42. _____
- 43. EAS
- 44. EAS
- 45. EAS

* Seats 38-42 may also be reserved for aircrew on certain missions



SECTION SIX: Contact's Planning Checklist

- 1) Type of aircraft and tail number
- 2) Triple check airport ICAO codes and verify parking locations with the aircraft commander
- 3) Arrival ceremonies, honors, press coverage or special requirements upon arrival at a location as well as the transportation mode you will arrive to the aircraft with at each location (i.e. motorcade, bus, helicopter, plane-to-plane transfer, etc.)
- 4) Security classification and any personal/materiel security requirements
- 5) Passenger Info for PAX Manifest:
 - a. Passenger Name, Rank, SSN or passport number, Status, the sponsoring Service, agency, or employer of all passengers
 - b. Total number of passengers on each leg. Forward manifests to SAMPAX (for 89 AW) and to the aircrew for all other tasked flying units
 - c. Emergency point of contact: Names and phone numbers of emergency contacts not traveling with passenger
 - d. Coordinate for use of VIP lounge (if desired)
 - e. Coordinate baggage arrival, ID and security procedures (# pieces, how/when delivered)
- 6) Expect to use In Flight Service Fund (IFSF) as the payment method. Discuss with the lead Flight Attendant meal plans, special request items (i.e. birthdays, anniversaries, DV likes/dislikes), dietary restrictions/allergies, baggage arrival, ID and security procedures, and as necessary if ineligible IFSF items are desired.
- 7) Discuss with the CSO non-secure & secure voice communications, non-secure & secure internet connectivity, and carry-on equipment
- 8) Advise the crew if you would like to release space available seats (e.g. "Space-A")
- 9) Exchange phone numbers with the aircraft commander, flight attendant and CSO (if applicable). Be sure to note and include contact information for the on board contact as well when applicable. NOTE: Access to government email communication for aircrews is extremely limited en-route.
- 10) Request UHF SATCOM Channel access requested thru DV Executive Travel team
- 11) Ensure CSO and Executive Travel communication team establish contact prior to mission
- 12) Complete seating cards and place them at their respective seats
- 13) Confirm your itinerary with the aircraft commander before departure and at every en-route stop

COMMUNICATIONS CONTACT GUIDE

This Contact guide is for mission planning purposes and is not limited to the questions listed. Please provide the CSO with as much information as he/she requires so that there will be no surprises during the mission. Please contact your tasked flying unit with any concerns relating to this guide.

Will you require non-secure voice communication?

- VHF
- UHF
- HF
- Inmarsat
- Fax
- SATCOM
- Outages
- Explain Prices

Will you require secure voice communication?

- STE
- UHF
- SVTS
- VHF
- HF
- CMS
- SATCOM
- COMSEC
- Outages
- Explain Prices

Will you require non-secure internet connectivity?

- Will you VPN?
- Will you need to print?
- Do you have any special requirements?
- Prices
- Outages

Will you require secure internet connectivity?

- Will you VPN?
- Prices
- Do you have any special requirements?
- Will you need to print?

Will they bring any carry-on equipment?

- Note: Thumb drives are not authorized for use on the aircraft

Exchange contact information.

- Do you have phone numbers for POCs/CSOs/Command Post/aircraft?
- Do you have NIPR/SIPR email for the aircraft and Command Post?

SECTION SEVEN: Special Airlift Program (89 AW ONLY)

The Special Airlift Program (SAP) is an 89 AW-owned VIP mission that utilizes non-VIPSAM aircraft (C-17 or C-130 aircraft) to provide EA to austere locations and combat zones. Flight Attendants and Communication System Operators handle all servicing items and communication requirements with specially modified modules aboard these aircraft.

Communications requirements are provided by three different modules. The Command and Control Module or the Steel Eagle can fly on the C-17, while the Viper can fly on both aircraft. Contacts: please ensure that your communications teams are properly trained on this equipment. Forward all questions to 1 AS/DO at (301) 981-4072.

SAP COMMUNICATIONS CAPABILITIES

Capability	Steel Eagle	Viper	F-IVE
Provides Electrical Power for DV Suites	Yes	No	No
Enclosed Comm Capsule	Yes	No	No
Voice	Non-Secure	Non-Secure	Non-Secure
	Secure	Secure*	Secure*
Data	Non-Secure	Non-Secure	Non-Secure
	Secure	Secure*	Secure*
VTC	Non-Secure	Non-Secure	Non-Secure
	Secure	Secure*	Secure*
Facsimile	Non-Secure	Non-Secure	Non-Secure
	Secure	Secure*	Secure*
Wireless	Non-Secure	Non-Secure	Non-Secure
	Secure	Secure	Secure
Bandwidth Available	256 Kbps with HSD Up to 5M with IDIRECT	256 Kbps with HSD	Up to 4M High Speed with Viasat

* Secure comm available in unsecure environment

Capability Available
Capability Not Available
Requires External Carry-On

89 AW Directory

Agency	Contact Info	Remarks
<u>89 OG Commander</u> 1240 Menoher Drive Andrews AFB, MD 20762-6511 Fax:	301-981-5714 DSN: 858-5714 301-981-2298	Overall daily responsibility for the safe execution of all 89 OG missions.
<u>A3M</u> Commercial: DSN: Email: usaf.pentagon.af-cv.mbx.af-cvam-special-air-missions@mail.mil Fax: Website:	703-697-2711 301-981-5058 227-2711 858-5058 703-692-2178 https://intelshare.intelink.gov/sites/cvam/SitePages/Home.aspx	Duty hours are M-F 0800-1600 EST. During non-duty hours, ask for A3M duty officer through Andrews Command Post. Primary way to submit mission requests.
<u>Andrews Command Post</u> Commercial: DSN: Fax: DSN (STU III) Fax	301-981-3051/3052 or 5058/5059 858-3051/3052 or 5058/5059 301-981-7671 858-2198	24 hours-a-day. Ask for duty officer or SAM controller.
<u>SAMPAX</u> Commercial: DSN: Fax: DSN Fax:	301-981-3575 858-3575 301-981-4906 858-4906	Duty hours are 0730-1630 EST weekdays and two hours prior for C-40 and larger SAM aircraft or one hour prior for C-37 and smaller SAM aircraft arrivals or departures at Andrews. During non-duty hours, contact the Andrews Air Terminal Ops Center (ATOC).
<u>Andrews Air Terminal Ops Center (ATOC)</u>		
Commercial:	301-981-7405/5581	24 hours-a-day. Ask for ATOC
DSN:	858-7405/5581	
Fax:	301-981-7671	
89 AW Flightline Protocol		
Commercial	301-981-2100/9600	Duty hours vary by DV mission
DSN:	858-2100/9600	
Fax:	301-981-4527	

