



HEADQUARTERS
UNITED STATES MILITARY TRAINING MISSION
TO SAUDI ARABIA
APO AE 09803-1300



OFFICE OF THE CHIEF OF STAFF

8 June 2002

OPERATING INSTRUCTIONS (OI) # 36-1 FOR ALL USMTM TDY GUESTS AND SPONSORS

SUBJECT: USMTM Temporary Duty (TDY) Billeting and Organizational Policies and Procedures

1. **PURPOSE.** To outline the USMTM temporary duty (TDY) billeting and organizational policies and procedures for all USMTM-sponsored TDY guests, internal USMTM TDY guests, and sponsors. These operating instructions are a living document and will be reviewed and updated as necessary as requirements change.
2. **APPLICABILITY.** These instructions apply to all military and DOD civilian personnel already assigned to USMTM or coming to the Kingdom of Saudi Arabia who are sponsored by and associated with USMTM for TDY purposes that include business, visitation, attachment, or assignment. These instructions also apply to sponsors and sponsoring agencies from all USMTM divisions, directorates, and organizations.
3. **GENERAL POLICY:**
 - a. The Chief, USMTM (CHUSMTM) and the USMTM Housing Office welcome you to Eskan Village, Riyadh, Kingdom of Saudi Arabia. As the United States Defense Representative for the Kingdom of Saudi Arabia, the CHUSMTM requires that all TDY personnel coming to the Kingdom of Saudi Arabia be billeted on Eskan Village. Off-post billeting is only a last resort when there is no space available.
 - b. The USMTM Housing Office will coordinate all TDY billeting arrangements for USMTM-sponsored guests through a sponsor assigned by the hosting USMTM division, directorate, or other organization. Please do not duplicate requests with stateside affiliates. The sponsoring division, directorate, or organization and their representatives are responsible for coordinating all arrangements between TDY visitors and the USMTM Housing Office and other support activities. Sponsors will ensure that their respective guests receive a copy of this OI at the earliest opportunity. This OI will be posted on the USMTM intranet. *The sponsors will also be the primary points of contact and liaisons for their guests before, and for the duration of, their TDY parties' visits, and they will also assist in closing out any outstanding issues once their guests have departed.*
 - c. USMTM has a limited number of TDY villas (two villas with four (4) rooms each), but the Housing Manager will make every attempt to place personnel in those villas. If no space is available within USMTM, the Housing Manager will then coordinate with the ARCENT-SA Billeting Office. To maximize available TDY billeting space, the Commander, ARCENT-SA (the component commander overall responsible for Eskan TDY billeting) authorizes personnel of the same gender in the ranks of O-5 and below and GS-14 and below to share rooms when required. Officers and enlisted, however, will not share TDY billets unless they agree. USMTM will only place one person per room and will not mix genders within the same TDY villa.

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d. Distinguished Visitors (DVs), those guests in the ranks of O-6 and above or GS-14 and above, will automatically process through the ARCENT-SA protocol office and be assigned ARCENT-SA DV villas. Sponsors will submit DV requests, however, through the USMTM Housing Office to initiate this coordination. Requests for waivers to this policy should be sent through the sponsor to the Chief of Staff for approval.

4. USMTM TDY BILLETING PROCEDURES:

a. Reservations and Bookings:

1) When an individual or group is scheduled for TDY in Kingdom, the sponsoring division, directorate, or organization (sponsor), must contact the USMTM Housing Office, at 435-7081/2 and via email billeting@usmtm.sppn.af.mil, no later than 7 days prior to the arrival date. Sponsors must provide data on each individual to include name, rank, gender, arrival and departure dates, and funding source (USMTM or other agency). Sponsors will not make the TDY billeting arrangements without coordinating through the USMTM Housing Office. If USMTM has available space for the required dates, we will reserve rooms for the TDY guests at a rate of \$40.00 per person per night, and the sponsor continues to coordinate arrangements with the USMTM Housing Office. Sponsors must also ensure that they notify the Housing Manager of any cancellations as soon as possible.

2) If space is not available within USMTM, the Housing Manager will coordinate with the ARCENT-SA Lodging Office for billeting. If villas are available, the USMTM Housing Manager will make the necessary reservations with the ARCENT-SA Lodging Office and notify the sponsor. ARCENT-SA lodging policy gives priority to combatants (ARCENT, JTF-SWA, JSD, etc), however, and can require USMTM TDY personnel to relocate if combatant TDY personnel require lodging. In the event of this situation, the ARCENT Lodging Manager will inform the USMTM Housing Office and the USMTM Housing Manager will assist the sponsor and the TDY individual(s) in making alternate billeting arrangements.

3) If there is no billeting space available on Eskan Village, the Housing Manager will inform the sponsor to make hotel arrangements off post. Billeting off post is only as a last resort and must be approved by the USMTM Chief of Staff. Force Protection and security concerns will dictate whether or not TDY personnel may lodge off post regardless of the availability of TDY villas on Eskan Village. In the event that TDY personnel must find lodging off post, the Housing Manager will provide sponsors with a list of authorized and reputable hotels and sponsors must make all necessary reservations.

b. Checking In. Upon arrival, sponsors and/or guests may check in with the Housing Manager in villa 62-17 during regular duty hours (0730-1600) Saturdays through Wednesdays. Rooms will not usually be available until after 1400 hours each day, but if rooms are available prior to that time, guests may move in. If guests will arrive during non-duty hours or on weekends and holidays, sponsors will pre-arrange with the Housing Manager to complete TDY guest check-in and receive room keys. Check-in will consist of signing for and receiving keys (to villa front doors and to assigned room within the villa) and receiving individual guest billing statements with all necessary billing information and payment instructions.

c. Payments. Guests who are not permanently assigned or attached to USMTM will pay a fee of \$40.00 per day. USMTM personnel stay free of charge. Guests will pay their room bills for the entire

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duration within the first 24 hours of checking in (this “pay no later than” date will appear on individual billing statements issued at check in). Payment must be in US dollars or by personal check. We are not capable of accepting credit cards and will not accept Saudi Riyals. Guests may pay their lodging bills at the USMTM Housing Office, Villa 62-17, upon check in; Saturdays through Wednesdays from 0800-1530 at the MWR villa, 62-04, phone 435-7175; or at the Eskan Community Club (ECC) main cashier’s counter, phone 435-6055, from 1730-2030. During non-duty hours, weekends, and holidays, guests can pay at the ECC main cashier’s counter from 0930-1330 and 1730-2030. Guests will bring their billing statements and personally make their payments. Sponsors and/or other third parties may not make billeting payments. The Housing Manager and MWR office will reconcile payments on a daily basis.

d. Checking Out. Check-out time will be NLT 1000 hours on the day of departure. Guests and/or sponsors will come by the Housing Office during regular duty hours to return keys. Payments will have already been made within 24 hours of arrival. If guests depart during non-duty hours or weekends, sponsors are responsible for returning keys to the housing office. When checking out, guests should ensure that they take all of their personal belongings. USMTM will not be responsible for items left in the rooms.

5. USMTM TDY BILLETING SERVICES, GUIDELINES, AND POLICIES. As TDY guests of USMTM, and while residing in USMTM TDY villas, there are certain services, guidelines, and policies that all TDY guests and their sponsors should be aware of. These services, guidelines, and policies include the following:

a. Length of Visit. Guests may remain in TDY villas as long as they are on valid TDY orders, have made necessary payments, and adhere to all USMTM guidelines and policies.

b. Villa/Room Assignments. The USMTM Housing Manager will make all TDY villa and room assignments on a first-come basis and availability. No more than one person will be assigned to each of the four rooms per villa, no more than a maximum of four guests will occupy one villa, and there will be no mixing of genders within the same villa.

c. Conduct and Dress Code on and off Eskan Village:

1) On Eskan Village. Guests are responsible for their personal conduct at all times and must adhere to all Eskan Village and USMTM regulations and policies. Please be considerate of the other guests within the same villa. Sponsors will ensure that their guests are familiar with any necessary conduct regulations and policies. Guests will also be held liable for unpaid bills, damages or vandalism to the villas and villa property, or for items taken from the villas. Guests will adhere to standard Eskan dress standards. All levels of Western-style dress (from exercise to formal) are appropriate on Eskan Village.

2) Off Eskan Village. Guests are responsible for their conduct off post. All guests should receive an in-brief from Force Protection covering force protection conditions, standards, and actions. Also, sponsors should ensure that they assist guests in directing any questions dealing with local customs and laws to Mission Relations in villa 59-41, phone 435-8859. Guests should remember to dress, drive, and act conservatively while off post. Conservative dress includes no shorts, no sleeveless shirts, or any other type of revealing clothing. Female personnel should ensure that clothing fully covers arms and shoulders. Pants/skirts should be ankle-length. To avoid confrontations with local residents or muttawa (religious

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police), female personnel are also encouraged to wear the black over garment (abaya) and to wear/carry a headscarf. Also avoid wearing any visible political, military, or religious symbols or slogans. Obey all traffic laws and local customs. Additionally, no military or other government installation, building, equipment, personnel, or activity should ever be photographed without permission from an appropriate Saudi authority. The appropriate Saudi authority depends on the subject being photographed. Nothing should be photographed from the vantage point of one of the above. No individual should be photographed without the permission of that individual. No mosques, residential areas, commercial activities, or transportation facilities should be photographed without permission of the individuals responsible for the subject to be photographed (such as the imam, resident, or shop-owner respectively). Any photography of other subjects should be undertaken with care as to things in the photograph that might be perceived as being of a sensitive or private nature. Individuals taking photographs of any subject, however innocently, should cooperate with uniformed or otherwise readily identifiable officials who question them as to the intent of their activity, to include confiscating film and photographic equipment. Directions not to take photographs should always be respected regardless of the source.

d. Smoking, Safety, and Security Policy. All villas are non-smoking to include interior stairwells. Each villa is equipped with multiple smoke detectors, fire extinguisher, and evacuation plan. In case of any emergency, guests can always dial 911 or contact the USMTM Security Operations Center (SOC), villa 62-03, at 435-7888. For fires, guests may also contact the Eskan Fire Department at 435-8074. Please ensure that you keep your villa and room locked at all times when you are not present. USMTM will not be responsible for any stolen items. Report any criminal activity to the USMTM SOC. Only the Housing Manager and authorized housing/cleaning personnel will have access to your villa to conduct routine maintenance and cleaning as necessary.

e. Maintenance Problems. If a maintenance issue arises with your villa (water problems, no air conditioning, power outage, etc), contact the Housing Office work order desk during duty hours at 435-6704. After duty hours and on weekends and holidays, contact the emergency work order desk at 435-8757/8074. In both instances, state your name, villa number, and the maintenance problem. Also ensure to notify your sponsor if a problem arises with responding to the work order.

f. Key Control. The Housing Manager will issue each guest two keys; one for the front door and one for the individual room. Either the sponsor or the guest can pick up these keys; in either case, however, the individual will sign for the keys. When checking out, the guest or sponsor will return the keys to the Housing Office. If guests depart during non-duty hours or on weekends and holidays, return keys to the sponsor and the sponsor will return keys to the Housing Office. There will be a \$3.00 fee for any lost keys.

g. Telephones. Each villa is equipped with telephones in each bedroom and the common living room. All telephones in each TDY villa have the same phone number. Villa 68-54 is 435-8857 and Villa 68-56 is 435-8208. Each villa's phone system has worldwide DSN access (the country code for Saudi Arabia is 318, for Europe is 314, and for the US is 312); on-base access; and local commercial access only. There is no worldwide commercial or long distance. Also, each TDY villa does not have SPPN or internet access. If TDY guests require commercial long distance, computer support, or internet access, it the responsibility of the sponsoring division, directorate, and organization to provide those assets.

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h. Television. Each villa has one TV located in the common living room area. TVs are on the Eskan Village cable and satellite network and are able to access several channels. The local access channel has a listing of these channels. Guests will not relocate the TV from the common living room to individual rooms.

i. Bathrooms, Common Areas, Linens, and Supplies. Each villa has three bathrooms; two common bathrooms and one personal bathroom in the master bedroom suite. Other common areas include the kitchen, living room, foyer, and stairwell. The Housing Office will only clean the common areas on a daily basis (kitchen, living room, foyer, and common bathrooms) to include dishes. Individual bedrooms and the personal bathroom in the master bedroom suite will be cleaned upon change over of guests or weekly (every 5 days). The Housing Office will change bed linens at the change over of guests or weekly, and will exchange towels for all rooms every other day. If a guest needs additional towels or an earlier linen exchange, they can contact the Housing Office on an individual basis. Also, other supplies such as toilet paper, trash bags, coffee packets, sugar, creamer, and tissue paper, etc will be checked during routine cleaning and re-supplied as needed or as requested. The Housing Office will ensure that potable water bottles are exchanged and set in the coolers on regular basis. Each cooler has a hot and cold-water tap. Do not drink the water from any taps within the villas. As an initial service, the Housing Office will provide soap and shampoo for each guest only upon arrival and will replace at the arrival of a new guest.

j. Laundry services. Each villa is equipped with a washing machine (large common bathroom) and a dryer (hall stairwell) for the convenience TDY guests. As a courtesy to other guests, personnel should promptly remove laundry from the washer/dryer when complete and clean the lint trap. Although the Housing Office does not provide laundry detergent, the Base Exchange and Commissary carry a wide variety of products.

k. Semi-annual villa maintenance. Twice yearly, USMTM will conduct preventive maintenance on the TDY villas. The USMTM DPW will coordinate this effort with guests and notify them when the maintenance will occur. The DPW will provide escorts for the maintenance crew and there will be no responsibility on the part of the guest to be present. Guests will not require relocation during this process.

l. Quiet Hours. Be considerate of other guests and permanent party members residing on Eskan Village. Please recognize quiet hours after 2200 hours and keep loud noise at a minimum.

m. Survey. Each guest will receive a customer survey upon arrival. The USMTM Housing Office would appreciate guests completing the survey and turning it in before departure. Your comments are valued and encouraged as a means of monitoring our service.

6. USMTM ANTI-TERRORISM/FORCE PROTECTION GUIDELINES AND PERSONAL PROTECTION MEASURES:

- a. Anti-Terrorism/Force Protection (AT/FP). Anti-Terrorism/Force Protection measures are very stringent within the Kingdom of Saudi Arabia in general, and USMTM in particular. USMTM AT/FP standards and guidelines apply to all USMTM-sponsored TDY personnel just as they do to permanent party members. Sponsoring divisions, directorates, and organizations are the primary points of contact, provide continual liaison between the TDY members and the AT/FP Office, and are responsible for

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ensuring that TDY personnel maintain accountability and adhere to all AT/FP requirements. The following AT/FP guidelines apply:

1) Sponsors will ensure that they coordinate with the AT/FP office, villa 62-13 at phone 435-7073/7178, to schedule their TDY guests for the mandatory 48-hour in-country briefing. This briefing is conducted daily at 0930 and 1330 hours (or at other times by appointment), lasts approximately 30 minutes, and will cover USMTM FP standards, leisure policy letters, spot reporting procedures, flight following requirements, radio and communication procedures, NBC issues, driver orientation, accident reporting procedures, and vehicle bomb searches.

2) All personnel on Eskan Village must possess a valid identification badge and wear it in a visible location at all times. Sponsors will ensure that they coordinate with the Force Protection Office for visitor badges for their TDY guests. Coordinate for badges as soon as the arrival dates of your parties are known since the badge process can sometimes be lengthy.

3) Sponsors will ensure that they coordinate with the AT/FP office one week prior to the arrival of their guests to schedule the in-country brief, process all badge paperwork and requirements, make necessary arrangements for access of rental vehicles, and receive temporary call signs for guests.

4) Sponsors will ensure that they maintain accountability of their guests at all time, even if these guests have personal rental cars. Additionally, sponsors are responsible for ensuring their guests adhere to all AT/FP policies, submit required flight following reports, and, within reason, for the actions of their guests.

b. Personal Protection Measures. Becoming a seemingly random victim of criminal violence while traveling in the Middle East can result in anything from a mild annoyance to death. During Middle Eastern travel, Americans are often outside of events and places that are part of our established routines, and are frequently in places that are not familiar with what is normal versus unusual and are not well equipped to read signs of impending trouble. The vast majority of American travelers routinely practice the basics of personal protection at all times to varying degrees, but remaining vigilant is key. The goal should be thought of as displacing the crime away from oneself and toward other, more vulnerable individuals. In simple terms, it's HARD TARGET versus SOFT TARGET. However others perceive you during your travels determines your vulnerability to the criminal intent of others; therefore, it is important to always be aware of and practice personal protection measures. While these measures are no guarantee of avoiding criminal and terrorist activity and often many are uncontrollable, they will help travelers be more self-aware of potentially dangerous situations. The following tips will help make all USMTM TDY personnel HARD TARGETS:

1) Always carry your passport, visa, and the "Identification Statement" card, but conceal personal identification and do not provide unnecessary information to strangers.

2) Minimize carrying personal effects and empty wallets of unnecessary items.

3) Do not advertise wealth with flashy jewelry, expensive luggage, or displaying a full wallet.

4) Protect check registers and avoid carrying ledgers with large deposits/withdrawals and avoid carrying or leaving receipts.

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- 5) Carry a deterrent such as a whistle that can bring attention to a potential dangerous situation.
- 6) Verify guest security in hotels prior to arrival. Verify that locations are in reputable areas, ensure upon arrival that rooms have deadbolts and other security devices, and that there are controlled accesses into the hotel.
- 7) Request rooms on floors below the seventh floor and above the first floor. Emergency vehicles often cannot reach above the sixth floor.
- 8) Avoid special rooms or blocks of rooms for women. Some hotels offer specific blocks solely for women travelers.
- 9) Protect personal identity by using only the last name and first initial when making reservations. Use "Mr." as a title regardless of sex and clear any confusion of title, if necessary, upon arrival.
- 10) Have guaranteed reservations with confirmation number in case travel is delayed so that it is unnecessary to search for a hotel upon arrival.
- 11) Be discreet about asking for directions from strangers. If needed, ask business employees because they are less likely to follow you.
- 12) Avoid physical contact with others and be suspicious if bumped in a crowd or on the street.
- 13) Say "No" or say nothing to avoid indications that you do not speak the language. This may seem rude, but it will lessen the appearance of being cooperative and the ability to be targeted as a foreigner.
- 14) Do not reveal the location of money that is carried or stored in luggage. Have necessary money readily available for immediate use.
- 15) Avoid executive traveler's clubs that indicate the appearance of being a lucrative target.
- 16) Stay in motion to become a more difficult target for criminal activity.
- 17) Minimize time around travel service counters to lessen visibility as a traveler.
- 18) Use busy restrooms or off-street restrooms to lessen the ability of criminals to remain anonymous or gain easy escape.
- 19) Ask for two keys when checking in to indicate that two or more people will be using the room.
- 20) Get rooms near elevators and not down corridors to ensure significant pedestrian traffic is nearby at all times.
- 21) Stand at the controls in elevators for easy escape or access to alarms and elevator phones.

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- 22) Use all available locks, deadbolts, door jams, etc on hotel rooms.
- 23) Do not display food service for one when ordering room service. Remove dishes from room and place down the hallway from rooms.
- 24) Always take keys with you instead of leaving them at the front desk so that people in the lobby will not know the room is vacant.
- 25) Do not hang service orders or maid service signs on doors for requests. This will indicate to criminals that the guest is expecting something at a certain time or that the room is vacant. Make all requests as random as possible and in person.
- 26) Leave a noisemaker by the door such as a glass on an empty trashcan and place against the door. This will provide an alarm when sleeping or showering if anyone is attempting to enter the room. Do not allow this alarm to obstruct the use of the door as a primary escape route in an emergency.
- 27) If possible, do not advertise for rental car agencies when driving rental cars. Remove any indications that the vehicle is from a rental agency.
- 28) If possible, keep safe zones in parking lots and avoid parking next to occupied vehicles.
- 29) Always be aware of surroundings and avoid getting boxed in at intersections and stop signs/lights while driving.
- 30) Drive low-profile, modest rental cars, keep valuables out of sight in rental cars, know how systems in the rental car work so that you do not appear unfamiliar with the vehicle, and attempt to make the car look "local."
- 31) Avoid making investigative stops of apparent trouble, and beware of good "Samaritans" who are eager to stop and assist you in times of trouble.
- 32) Be cautious of using taxis. Never share taxis, control the route of your taxi when able to, identify quick exits, confirm the legitimacy of drivers, and set out with a purpose once exiting a taxi.
- 33) Wait with others while taking public transportation and remain with groups on all legs of the trip. Sit near the drivers when possible to be able to signal the driver of trouble or for assistance.
- 34) Consider carrying phony business cards for international travel for use at times when *having* identification is more important than *being* identified. The warehouse supervisor for "Jim's Electronics" is a much less attractive target than the president of "Honeywell, Inc."
- 35) Exchange some money before arrival at location; avoid "currency exchange" outlets at airports.
- 36) Carry family pictures in wallets to gain the sympathy of possible captors.
- 37) Buy and use local products to conceal your identity; cigarettes, newspapers, etc.

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- 38) Conceal laptops if possible during travel since they are sought-after items for theft.
- 39) Study US State Department travel advisories. This site is continuously updated as needed, and provides many useful pieces of travel-related information in a concise format. This site can be found at <http://www.travel.state.gov>.
- 40) Avoid restaurant windows and use tables in the rear or away from the line-of-sight of front windows. If an incident is planned at this facility, the street side of the restaurant will be the site of most of the violence and most of the damage. This includes both gunfire and thrown explosives.
- 41) Do not leave unsecured papers and documents in rooms. Lock them and other valuables in hotel safes. Also be careful of what is discarded in the trash.
- 42) Select prudent air travel and seats. Hijackers prefer smaller, single-aisle airplanes where there are fewer staff and passengers to control. Main-cabin flyers are generally perceived as less "valuable" flyers than are first- or business-class passengers, and the chances of being "selected" from a larger pool of coach-class passengers is much less than other classes.
- 43) If an attack is imminent, watch the assailant, remain calm, surrender whatever is demanded, tell the assailant when all items are surrendered, assure the assailant of cooperation, do not plead your case with the assailant but think of how you will escape, trust your "gut instinct" if you are going to attempt an escape, yell loudly in a controlled manner while escaping, and get a physical description of the assailant.
- 44) Vary hotel departures and routes to reduce predictability since most kidnap victims are grabbed when they travel between close-together points. Attacks on closely-watched travelers generally happen soon after they leave their hotels. A traveler's hotel departure combines the least amount of directional options when driving with the greatest regularity of roads used.
- 45) If being followed in a vehicle, do not try to out-drive your assailants, it will only confirm their good choice of targets. In addition, should you cause an accident, even if you evade kidnapping, you will find yourself in trouble with the local authorities that are unlikely to yield to your explanation of evading kidnapers.
- 46) Make lots of noise during an attack to draw as much attention as possible.
- 47) Find cover in case of gunfire or explosions during a hostage taking incident. If shooting starts, drop to the ground and try to get behind a solid object. If a car is nearby, get the engine block between yourself and the source of the gunfire. Stay put until directed to do otherwise.
- 48) Do not play "Rambo" because an organized attack will out-plan, out-man, and out-gun the target. Do not pick up a weapon and try to be a hero. Heroic efforts will usually result in increased harm to yourself or other hostages.
- 49) Unless positive of an escape, do not resist. The two most dangerous times of a hostage incident are the beginning and the ending. Chances of survival increase when deciding to see the incident through to completion.

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50) If kidnapped, devalue personal employment, offer innocuous reasons for travel, mentally prepare for a long ordeal, and gain connection with a kidnapper to be seen as a person and not a symbol.

7. USMTM COMMUNICATIONS SUPPORT. Communications equipment is a scarce resource for USMTM personnel. Sponsoring directorates, divisions, and organizations will provide their TDY guests with all necessary/appropriate communications support from their respective offices/sections. The Director of Communications and Systems Information (DCSI), villa 59-34 and phone 435-7125, will assist with any unique communications support requirements based on resource availability, and provided that sponsors appropriately identify and coordinate these requirements prior to the arrival of TDY guests.

8. USMTM TRANSPORTATION SUPPORT. Due to the unique nature and mission of USMTM and its location within Saudi Arabia, the primary means of individual TDY transportation for guests should be via rental vehicles or transportation should be provided within the sponsoring division, directorate, or organization. USMTM has a very limited quantity and quality of vehicles within its loaner fleet, which is primarily set aside for USMTM assigned member use while their assigned vehicles are in for maintenance. Also, complex insurance, registration, and licensing policies for USMTM vehicles present extremely difficult and time consuming administrative requirements if loaning vehicles to non-assigned members. Therefore, personnel on TDY to USMTM should not expect to receive individual vehicles for their personal transportation. The following guidelines apply to USMTM TDY transportation support:

a. Rental Car Authorization. This is the primary means of vehicle support for TDY guests in order to guarantee that they will have their own vehicles. Sponsoring divisions, directorates, and organizations will coordinate directly with their TDY guests to ensure authorization for rental cars appear on individual orders and to assist in making rental car reservations. Sponsors and/or TDY personnel should contact the Directorate of Logistics (DOL), villa 61-05 and phone 435-7255, as soon as possible with the vehicle requirements in order to obtain rental car reservation information. The DOL and its KANOO Travel Agency affiliate will assist in making reservations with an appropriate downtown rental car firm. Like anywhere else in the world, rental agreements between TDY personnel and the rental agencies are the private affair between the company and the customer. The DOL is not responsible for any insurance for these vehicles or any disputes arising from the rental contract. In addition to assisting in the reservation process, the DOL will, upon request and availability, also assist TDY guests in picking up and returning rental vehicles. Sponsors will ensure that TDY personnel are briefed properly on the dangers and risks of driving within the Kingdom and TDY guests should ensure they purchase the appropriate amount of insurance for their rental vehicles. Sponsors will also ensure that their TDY guests receive the FP in-country brief (discussed in paragraph 6-a-1) that will include contact information for the Security Operations Center (SOC), a driver's orientation, and accident reporting procedures. If an accident occurs with a rental vehicle, the DOL will provide emergency transportation back to Eskan, but it is the vehicle operator's responsibility to ensure for the proper disposition of their rental vehicle.

b. Sponsoring Agency Vehicles. If TDY guests are not authorized rental vehicles on their orders, the VCO of the sponsoring division, directorate, or organization should make every attempt to provide transportation from internal vehicle fleets. This support can be either ride-sharing with USMTM members or providing the guest with a personal vehicle from the division, directorate, or organization fleet. Ride sharing is the desirable option because of the safety concerns arising from the hazards of the Saudi driving environment and the benefit of having experienced drivers.

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c. DOL Supported Vehicles. Only as a last resort will this option be considered. When approval of a rental car is not possible, transportation is deemed absolutely unsupportable from within the sponsoring agency's fleet (to include ride-sharing), and a TDY guest is determined by the chief or commander of the sponsoring division, directorate, or organization to have the need for their own personal transportation, the VCO or sponsor should request vehicle support, in writing, through the DOL to the Chief of Staff. As a minimum, these requests should include the following information:

- 1) The reason for the request and why funding cannot support rental car authorization, why the sponsoring agency cannot provide internal vehicle support, and why the sponsoring agency cannot ride-share.
- 2) The required dates and length of time for the vehicle(s).
- 3) The general use of the vehicle(s) (e.g. "downtown travel only").
- 4) The general area of use for the vehicle(s) (e.g. "Riyadh to Dhahran").
- 5) Any other information the sponsor believes is necessary such as specific vehicle, rank, specific duty, etc.

Upon approval from the Chief of Staff, the DOL will make every attempt to provide appropriate transportation. Actual vehicles will be solely based upon availability of an already limited loaner fleet. This fleet consists primarily of 1992 Caprices. Requests for later-model vehicles or SUVs are on a case-by-case basis. Remember, providing vehicles from this option will most often require a temporary, multiple vehicle exchange with other divisions, directorates, and organizations. In these cases, the sponsoring agency must be prepared to assist in any necessary arrangement. In all cases where the USMTM DOL issues a vehicle, the TDY guest must present a valid stateside driver's license, complete a joint inventory of the vehicle, be able to conduct proper radio and accountability procedures, and sign a hand-receipt for the vehicle and its equipment. Sponsors should also ensure that their guests have a "Driver's License" letter from Mission Relations. TDY guests will also sign a statement agreeing that:

- 1) They have been briefed and understand the emergency breakdown and accident reporting procedures and have been briefed on all the appropriate radio procedures.
- 2) They are aware of the hazardous driving conditions in Saudi Arabia, and that they will exercise special care in the operation of the vehicle, avoid excessive speeds, and comply with all local traffic laws.
- 3) They understand that they are subject to USMTM regulations while assigned the vehicle and can be held personally liable for costs of repairs, damages, or losses to the vehicle and equipment.

d. USMTM Designated DVs. If USMTM supports TDY visits from designated DVs, the Chief USMTM or Chief of Staff will direct any necessary vehicle support. In the case of USMTM-supported DVs, the sponsoring division, directorate, or organization VCOs, or the DV's sponsor should request in writing vehicle support from the DOL. The request should be addressed to the Director of Logistics and address dates, general use of the vehicle, area of operations for the vehicle, and any special requirements for the vehicle (most often to include hardened vehicles). With the request, the DOL will closely coordinate with sponsors to provide any necessary DV vehicle requests.

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9. ADDITIONAL USMTM SERVICES:

a. APO Support. The APO operating hours are Saturday-Wednesday, 0800-1800 hours. The following APO guidelines apply to TDY personnel:

1) All military and civilian DOD personnel are authorized the same services as permanent party personnel to include Free Mail. TDY guests must present a copy of their TDY orders prior to using the APO. Different services are also available to TDY guests depending upon their duration of duty.

2) Members on TDY shorter than one month should elect not to receive mail while at Eskan. Due to lengthy delivery times from CONUS, short TDY durations present a very small window for members to actually receive their mail while at Eskan.

3) Guests on TDY lengths of 30-90 days can receive mail via General Delivery.

4) Guests on TDY lengths of over 90 days will receive a PSC Box upon request.

b. MWR Support. All MWR facilities such as the Eskan Community Club (ECC) restaurant, the ECC breezeway shops, and the fitness center are available to USMTM-sponsored TDY guests.

c. BX/Commissary. Operating hours for the BX are Saturdays-Thursdays, 1000-1900 hours and Fridays, 1000-1800 hours. Operating hours for the Commissary are Sunday-Thursday, 1000-1900 hours. Additionally, there are various rules that apply to the use of these facilities by US personnel. USMTM Regulation 500-1 outlines categories of personnel and whether or not they are authorized to use these facilities. According to the regulation:

1) Active duty military personnel on official TDY in Saudi Arabia are authorized full use of the BX and Commissary facilities upon presentation of a valid ID card.

2) US Government civilian personnel on official TDY in Saudi Arabia for 31 days or longer may be issued a DD Form 2765 and be authorized to use the BX and Commissary. US Government civilian personnel on valid TDY orders for 30 days or less will use their orders and some form of identification that contains a photograph (i.e. passport, driver's license). Travel orders must be accompanied by a letter of endorsement issued by the agency that the civilian is visiting, authorizing use of the BX and Commissary.

3) Military retirees who are on TDY are authorized use of the BX and Commissary only if they are sponsored by an agency within Saudi Arabia that is an IASA (Inter-Agency Support Agreement) charter member.

4) DOD contractor personnel of firms under contract to the DOD or a Uniformed Service are not authorized BX or Commissary privileges.

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10. OI UPDATE. Appropriate directorates and organizations will review the content of these operating instructions on an annual basis and make any necessary revisions and updates.

ORIGINAL SIGNED

RODNEY S. FITZPATRICK
Colonel, USAF
Chief of Staff

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