



End of Patriot Express (Rotator) Services at NSA Naples Italy

Frequently Asked Questions (FAQ) on Way Forward



1. When did the Patriot Express (Rotator) flights to/from Naples end?

- a. October 1, 2025; After this date, Permanent Change of Station (PCS) travel started utilizing government procured commercial transportation.

2. Why did they make the decision to stop the Patriot Express flights?

- a. The U.S. Transportation Command determined through a comprehensive study that commercial flights offer a more cost-effective alternative.

3. Who should I contact if I have questions about my travel?

- a. Active Duty: Detaching command.
- b. Civilians work through their Human Resources Office.

4. Where can I find information about travel allowances such as per diem, travel and transportation allowances, pet travel, and relocation allowances?

- a. Civilians contact HR for guidance.
- b. Active duty AND Civilians: The Joint Travel Regulations (JTR) website:
<https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>

5. Are there vans available for use because most families and baggage will not fit in one car?

- a. Contact your Sponsor who can inquire about the ability to check-out a van from Public Works Department Transportation. However, due to budget uncertainties, the availability/funding for PWD Transportation is uncertain at this time. Your Sponsor may contact PWD Transportation at: Shuttle-Bus-NSA-Naples@us.navy.mil or +39-337-127-4659.
- b. Civilian's baggage limitation is as follows:
 - i. A traveler should check with individual transportation carriers, prior to travel, about limitations of baggage weight, and/or size, and/or number of bags allowed. Travelers should be financially prepared to pay for excess accompanied baggage charges subject to reimbursement after travel is completed. Excess accompanied baggage transportation costs may be authorized/approved IAW JTR par. 020207-C as follows: Fees for the first checked bag, if any additional cost because of size or weight. Only excess cost in size or weight for the first checked bag may be authorized.
 - ii. The 2 checked bags and one carry-on per person is for AMC flight but not necessarily for commercial flights.
 - iii. To avoid excess baggage civilian employees may use express shipment (unaccompanied baggage 350 lbs per person) and/or sending personal



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belongings through the U.S. Postal Service. If boxes are mailed through the post office, employees have to request a memorandum from the personal property with the constructive cost of the HHG shipment, to be used as a cost comparison upon submission of the travel voucher. Post office receipts with weight and cost is also required.

***Most families will have 2 checked bags and one carry-on per person so will need a vehicle large enough to hold people and luggage.*

6. How will sponsors get vans or more than one car/driver to use for picking up prospective gains/families?

- a. Contact your Sponsor who can inquire about the ability to check-out a van from Public Works Department Transportation. However, due to budget uncertainties, the availability of CNIC funding for PWD Transportation is uncertain at this time. Vans are available for check-out on a reimbursable basis. Your Sponsor may contact PWD Transportation at: trdispatch@us.navy.mil or +39-081-568-5636.
- b. In general, the newcomer needs to be prepared to pay for these costs at the time it is needed and then seek reimbursement, based on their funding source, whether it be military or civilian.

7. If sponsors must use a POV, will they be reimbursed for fuel expenses and/or mileage?

- a. No, newcomer will be responsible for that expense. In general, the newcomer needs to be prepared to pay for these costs at the time it is needed and then seek reimbursement, based on their funding source, whether it be military or civilian.

8. What if the sponsor does not contact the prospective gain, or tells them they cannot get a vehicle large enough for the luggage/family/pets?

- a. Incoming personnel should be provided with a duty phone number, so they have a POC at the receiving command.

9. What if the sponsor does not show up at the airport as planned?

- a. Incoming personnel should be provided with a command duty phone number, so they have a POC at the receiving command.



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10. Are Salerno and Rome an option for arrival/departure? What is the recommended method of transportation to/from the airport, and if paid by the service member, is it reimbursable?

- a. Detaching command should provide info about challenges.
- b. SATO will try to book/rebook family with pets but not always possible.
- c. Civilian employees, are entitled to transportation costs from the old to the new duty station, using the most direct route to the new duty station. If the civilian employee uses a mix mode transportation, or change his/her itinerary, upon submission of a travel claim to DFAS, a constructed cost comparison will be used to determine reimbursement according to the PCS travel orders. authorization. Civilian may use a rental car, but the rental car cost cannot be reimbursed as it is considered a POV. However, mileage will be reimbursed.
- d. Military members must have it included on orders to get a rental car but need to work with detailer prior to the request. There are limited justifications for this expense.

11. Are hotels in transit reimbursable for early morning flights out of Rome, and are required pet fees included?

- a. Military personnel can request one on orders, but there would be limits placed on the amount, although this is unlikely to be funded. There are limited justifications for this expense.
- b. This can be covered for military, if part of the TLA.
- c. Hotel in transit for civilian employees is paid through the travel claim and cannot be reimbursed under the TQSA (temporary quarters at the duty station). Just for your information in case of temporary quarter at the employee's duty station (in our case in Naples, Italy), pet accommodation is not reimbursable under TQSA.

12. What is the expectation for sponsors moving forward with prospective gains and their families flying into areas outside of Naples (i.e. Rome/Salerno)? What is the plan to get these families down to Naples in a cost effective and timely manner?

- a. Typically, sponsors arrange to meet new arrivals and assist with getting them to their hotel in Naples. In general, the newcomer needs to be prepared to pay for these costs at the time it is needed and then seek reimbursement, based on their funding source, whether it be military or civilian. Consult with gaining command or HR.

13. What are the approved airlines currently for travel back stateside?

- a. In general, there are US carriers, unless one is not available; Recommend reaching out to NAVPTO/SATO before buying your own ticket.



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- b. Keep in mind that Military personnel must use SATO.
- c. NAF purchases tickets for employees.
- d. Ensure that pet is also approved by US carrier, if trying to travel together.

14. Does the commercial designator include non-US carriers for families trying to get back stateside with their pets, such as ITA Airways, which offer direct flights from Rome to some U.S. locations?

- a. The JTR mandates civilian employees to use U.S. carriers. Foreign carriers may be used only if U.S. carrier is not available. However, the determination of what carrier may be used to be reimbursed is NAVPTO/SATO responsibility. The HRO establish travel entitlements based on the type of travel (PCS, Separation, Early return of dependent), but does not establish what carrier is available/reimbursable. However, travel entitlements/reimbursement cannot vary due to pet transportation.

15. Is this the end of the Space A perk at NSA Naples?

- a. No, however, Space-A flights to/from NSA Naples will be infrequent, not usually advertised beyond 72 hours, and most origins/destinations will be within the European Union. Space-A travel options to CONUS will range from rare to nonexistent with no Patriot Express (rotator) or other regularly scheduled flights. As always, when attempting to travel Space-A, passengers will have to remain flexible as they can only be accommodated after all other mission requirements have been met.
- b. There is more information about the rules and regulations of flying Space-A on the Air Mobility Command travel website linked here:
<https://www.amc.af.mil/AMC-Travel-Site/AMC-Space-Available-Travel-Page/>
- c. Pets are not authorized in conjunction with Space A travel.



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PET QUESTIONS:

1. I was counting on the Rotator to make it easier to move with my pets. Now what do I do?

- a. For guidance and regulations related to pet travel, please consult the USDA Animal and Plant Health Inspection Service (APHIS) website:
<https://www.aphis.usda.gov/pet-travel>
- b. You can consult directly with the airline to determine their requirements for pets.
- c. You can also review the APHIS Pets on Planes Resources for additional information about professional organizations, airline websites, pet shipping companies, etc.: <https://www.aphis.usda.gov/pet-travel/pets-on-planes/resources>
- d. Additional guidance can also be found on the Center for Disease Control (CDC) website: <https://www.cdc.gov/importation/bringing-an-animal-into-the-us/index.html>

2. Some pets must fly in/out of Rome due to their size. How do we get our family, luggage, and pets to/from Rome? Rental car, car service, something else?

- a. Refer to questions #5, 11, and 13 above.

***Pets are required to have a pet passport to travel on trains so taking the train to Naples will not be a feasible option because the pet passport is obtained after they arrive in Italy.*

***Please don't reach out to the Vet Clinic, as they are not authorized to coordinate travel plans for pets.*

3. The \$2,000 OCONUS Pet Transportation Allowance does not cover the cost of using a pet shipper to my next duty station. Are there other options for reimbursement?

- a. Visit the Joint Travel Regulations (JTR) website:
<https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>
- b. Pet transportation for civilian employees is paid under the Miscellaneous Expense Allowance (MEA) from the JTR as follows: Cat and dog transportation and quarantine charges are not a separately reimbursable expense but may be claimed as MEA, only when claiming actual expenses for MEA.
- c. MEA actual method: the total amount is limited to the civilian employee's basic gross pay, including locality pay, for 1 week, if the civilian employee has no dependent, or 2 weeks, if the civilian employee has a dependent who was relocated. The allowable amount is limited to the maximum rate (Step 10) of Grade GS-13.
- d. The reimbursement may not reach the \$2000 as for military members.



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4. My PCS occurs during the summer. What if my PCS travel with my household pet is affected by a summer heat embargo?

- a. The Vet Clinic provides an acclimation letter stating the temperatures that pets are allowed to travel. This is provided with the Health Certificate when they come for the appointment. It can also be provided if client request it. If the temperatures are not met, the pet will have to be delayed. They recommend contacting a boarding facility or Pet Sitter Services.
- b. If they already obtained a Health Certificate and the new travel date exceed the 10-day period that the document is valid, they can reach out to us to re-issue the Health Certificate with a new date. This will need to be done once they have a new flight to ensure HC doesn't exceed the 10-day period.
- c. Visit the airline website or contact them via phone to discuss airline specific restrictions.

5. Will NAVPTO/SATO reissue my ticket if my pet cannot travel in cargo on my NAVPTO issued ticket?

- a. HRO for civilians does not authorize pet transportation on the PCS travel orders or coordinates travel plans for pets.

6. What options are available for military families with large pets in giant crates that are unable to fly on approved US carriers like Delta and United?

- a. In the case of civilian dependents, HRO does not coordinates travel plans for pets.

7. Will the command work with me to reschedule my report date if my flight is affected due to weather embargo for my pet?

- a. Delaying an employee's entrance on duty date is a command's decision. HRO coordinate the release/reporting date with the losing and gaining commands. Just for your information, a command may decide not to delay the employee's reporting date for pet transportation reasons, as it is not a mission related reason.
- b. If they already obtained a Health Certificate and the new travel date exceed the 10-day period that the document is valid, they can reach out to us to re-issue the Health Certificate with a new date. This will need to be done once they have a new flight to ensure HC doesn't exceed the 10-day period.



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8. Pet rescues/rehoming information

- a. The Vet Clinic is not authorized to assist with re-homing, but they can provide a POC for service member to facilitate. The Naples community has a pet related page on FB that service members and families usually consult for pet questions, including adoptions and re-homing. We can help service member by providing pet's paperwork (vaccine/medical records, transfer of ownership form, etc.) per owner's request.
- b. Contact: +39-081-811-7319 or clinic email: usn.naples.usnmrtc-naples.mbx.vet-clinic@health.mil
- c. IPATA.ORG is a website where owners can find information about pet shippers. We have no affiliation with this organization, but it is a good tool to facilitate pet transportation.

This FAQ will be updated as we receive new information. If you have additional questions about this FAQ or about the rotator service ending in Naples, please contact FFSC at nsanaplesffsc@us.navy.mil