



THE STATE
of **ALASKA**
GOVERNOR BILL WALKER

Department of Transportation and Public Facilities

OFFICE OF THE COMMISSIONER
Michael A. Neussl, Deputy Commissioner

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December 21, 2015

Lieutenant General Russell J. Handy
Commander, Alaskan Command
9480 Pease Avenue
Joint Base Elmendorf-Richardson, Alaska 99506-2101

D. B. Abel RADM
Commander
Seventeenth Coast Guard District
P.O. Box 25517
Juneau, Alaska 99802-5517

Dear Lieutenant General Handy and Rear Admiral Abel:

Thank you for your letters dated November 30, 2015 and December 4, 2015 respectively, that highlight the challenges faced by military members trying to use the Alaska Marine Highway System (AMHS). DOT&PF Commissioner Luiken has asked me to respond to you on his behalf. As you both pointed out, the new pay-in-advance for AMHS reservations policy does not work well for military members who may not yet have their official travel orders when they attempt to make AMHS reservations early enough to reasonably expect to secure space.

In response to your concerns and in an effort to ensure Alaska remains a military friendly state, AMHS will create an exemption to our pay-in-advance policy for military members making AMHS reservations for expected military travel on official military orders. Personal AMHS travel by members of the military will still fall under the pay-in-advance policy rules. I ask that you help me get this information to our military members.

Management of this policy exception will require that military members seeking to make reservations for official Permanent Change of Station (PCS) orders call the AMHS Juneau Reservations Central Office at 1-800-642-0066 in order to complete the reservation. AMHS will hold the desired reservation until 60 days prior to the sailing date without payment. At 60 days before the sailing date, unless other arrangements are made by the military member, unpaid reservations will be automatically canceled to allow AMHS to sell that space in an effort to improve our capacity utilization.

"Keep Alaska Moving through service and infrastructure."

When making reservations, in order to avoid anyone and everyone from claiming they are military members traveling on orders, the reservations agent will be asking for the name and phone number of the military member's First Sergeant, Company Commander, Executive Officer, or other senior leader who could verify their military status during spot checks.

It is important to remember that when a military member gets their PCS orders and decides to utilize SATO to obtain their travel arrangements, the military member must provide their unpaid AMHS itinerary number to SATO to avoid duplicative reservations.

Thank you for bringing this matter to our attention, and for proposing solutions to address it. This policy will be in place prior to the release of the summer 2016 AMHS schedule for booking. Please assist us in getting this revised policy information out to affected military members.

Sincerely,



Michael A. Neussl
Deputy Commissioner