

# **UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)**

**EVALUATION REPORTS  
NOVEMBER 2006 – SEPTEMBER 2010  
HTC711-10-C-S002**

**AIR TERMINAL & GROUND HANDLING SERVICES  
AL MUBARAK AIR BASE KUWAIT**

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Full Release**



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

6 November 2006

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Initial Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 October 2006.

a. Quality of Product/Service

Rating: Marginal

- Critical Discrepancies: Two critical discrepancies were identified in October.
  - Exceeded threshold for SDS Performance Objective (PO) 1: Facilitate on-time aircraft departure.
    - Ref SUR 200610-62, 65, 67, and 68
  - Exceeded threshold for SDS Performance Objective (PO) 9: Manage accurate and auditable records and reports.
    - Ref SUR 200610-25, 61, 66, 77, 83, and 85
- Observed Discrepancies: 41 observed discrepancies were identified in October.
  - 10-03/3 Oct 06 – Vehicle inspection discrepancies on 6 of 11 K-loaders
  - 10-04/3 Oct 06 – Mishap report not provided within 24 hours
  - 10-06/4 Oct 06 – Failed to fully utilize aircraft with outbound cargo
  - 10-14/11 Oct 06 – Incorrect delay code entered in GDSS
  - 10-15/11 Oct 06 – Failed to fully utilize aircraft with outbound cargo
  - 10-20/17 Oct 06 – Inspection overdue for 2 pieces of AGE
  - 10-22/18 Oct 06 – Incorrect delay code entered in GDSS
  - 10-24/19 Oct 06 – No entry authorization letter accomplished posted for the Special Handling Cage/Room
  - 10-25/19 Oct 06 – Inaccurate CPAM report
  - 10-27/20 Oct 06 – Inaccurate documentation on Shipper's Declaration for Dangerous Goods
  - 10-29/24 Oct 06 – MHE inspection discrepancies
  - 10-31/25 Oct 06 – Incorrect delay code entered in GDSS
  - 10-33/25 Oct 06 – Receipt of cargo not documented correctly on TCMD
  - 10-39/31 Oct 06 – Failed to provide incident report within 24 hours
  - 10-60/1 Oct 06 – Failed to properly secure pallet to forklift

- 10-61/3 Oct 06 – CPAM report submitted late
- 10-62/6 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-63/3 Oct 06 – Inaccurate daily mission schedule
- 10-64/3 Oct 06 – Failed to expedite processing of cargo
- 10-65/6 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-66/4 Oct 06 – 8001 report submitted late
- 10-67/6 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-68/6 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-69/6 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-70/6 Oct 06 – Incorrect delay code entered in GDSS
- 10-71/7 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-72/7 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-73/7 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-74/7 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-75/7 Oct 06 – Incorrect delay code entered in GDSS
- 10-76/9 Oct 06 – Failed to load cargo on available lift; cargo inventory not accomplished correctly.
- 10-77/9 Oct 06 – Inaccurate CPAM Report
- 10-78/11 Oct 06 – Force augmentation required to complete mission requirements
- 10-79/13 Oct 06 – Cargo inventory errors
- 10-80/15 Oct 06 – Damage to GFE (60K-Loader)
- 10-81/15 Oct 06 – Damage to government equipment (military survey)
- 10-82/16 Oct 06 – Damage to GFE (60K-Loader)
- 10-83/18 Oct 06 – 8001 report submitted late
- 10-84/18 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-85/18 Oct 06 – Weekly KWI OPSUM Passenger/Cargo Report submitted late
- 10-86/20 Oct 06 – Failed to facilitate on-time aircraft departure
- 10-87/25 Oct 06 – Failed to facilitate on-time aircraft departure

- Over and Above Initiatives: None

b. Schedule

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

c. Business Relations

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None

- Over and Above Initiatives: None

d. Management of Key Personnel

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

e. Overall Comments and Evaluation

Rating: Marginal

The overall marginal rating stems from 2 critical discrepancies and 41 discrepancies observed this month. Of the 42 UNSAT surveillances, 13 were attributed to mission delays (PO 1)...9 of those during the first 7 days. The multiple delays were attributed for the most part to the lack of CFE available to perform requirements associated with handling passenger missions. CAV has since acquired and leased additional CFE that has enabled them to meet mission requirements.

CAV continues to work issues in acquiring and obtaining National Agency Check clearance requirements. Although an interim waiver for flightline access is being granted by the Commander, he currently can not issue a waiver for access to government computers. The waiver approval authority for computer access is at Al Udeid AB and the waiver request has been forwarded to CENTAF/A6.

Three safety mishaps occurred within a 2-day period. Two of those involved damage to GFE (60K-Loaders), which are critical to performing the ATGHS requirements. CAV personnel are informed when safety practices are not followed and have been receptive to all comments. They continue to progress in this area as they become familiar with flightline operations.

Other performance objectives with repetitive discrepancies were:

- PO 3 - 5 total discrepancies attributed to incorrect GDSS delay codes
- PO 4 - 3 total discrepancies; 2 for failure to fully utilized ACL
- PO 5 - 5 total discrepancies attributed to various functions
- PO 9 - 6 total discrepancies attributed to inaccurate and/or late reports
- PO 10 - 3 total discrepancies attributed to safety and cleanliness of equipment and/or incorrect/lack of documentation of MX actions to MHE/AGE

The overall performance rating is Marginal for the month of October.

2. Please direct any questions to me at 49 171 216 2428.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

11 Dec 2006

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 30 November 2006.

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: One critical discrepancy was identified in November.
  - CDR 11-01 – Failed to ensure hazardous material was properly identified/documented
- Observed Discrepancies: Seven other observed discrepancies were identified in November.
  - 11-08/6 Nov 06 – Failed to accomplish K-Loader tire pressure checks as required
  - 11-13/9 Nov 06 – Failed to submit "Tunner" report to HQ AMC as required
  - 11-22/16 Nov 06 – Failed to provide QA personnel passenger movement documents w/in 48 hrs
  - 11-30/22 Nov 06 – Failure to provide load team supervisor as required
  - 11-37/28 Nov 06 – Two incorrect delay codes entered in GDSS
  - 11-60/2 Nov 06 – Damage to property; baggage conveyer collided with baggage truck
  - 11-63/9 Nov 06 – Failed to notify QA personnel of aircraft delay/RON
- Over and Above Initiatives: None
- Other Observations:
  - 11-64/24 Nov 06 – Aircraft delayed due to malfunction of MHE. Delay not attributed to contractor operations processes.

b. Schedule

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Additional CFE (1 S/T, 2 B/C, and 6 Forklifts) arrived in country 26 Nov 06, but aren't currently on location due to waiting customs clearance. They continue to subcontract required equipment which enables them to accomplish all functions with minimal to no impact on mission requirements. Numerous contractor personnel still do not have their NAC clearances adjudicated. The 5 EAMS commander continues to provide 30 day flightline access waivers to those with open NAC investigations that have not been adjudicated. An access to Automated Information System (AIS) waiver was also granted to 10 personnel to access required computer systems to accomplish mission requirements.

c. Business Relations

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: October's meeting between CAV Int'l and CDDOC/TCSP/CRSP/DDKS has had a positive impact for all parties involved. Proper coordination has expedited the flow of cargo in/out of OKBK.

d. Management of Key Personnel

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Personnel in key supervisory positions are knowledgeable of the necessary requirements to effectively accomplish mission objectives which thus far has improved the timely movement of cargo and passengers transiting OKBK.

e. Overall Comments and Evaluation

Rating: Satisfactory

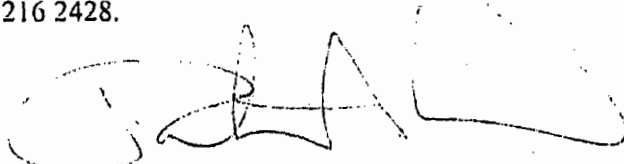
The overall satisfactory rating stems from 1 critical discrepancy and 7 other discrepancies observed this month. The contractor has improved their operations significantly compared to their previous month's performance.

CAV continues to work issues in acquiring and obtaining National Agency Check clearance requirements.

Although there was only one minor safety incident, personnel need to stay cognizant of established safety policies/procedures to minimize any safety related mishap. Personnel have been seen speeding on the flightline several times. CAV management is informed when safety practices are not followed, and have been receptive to most comments, and taken actions to ensure all CAV personnel are informed of local policies.

The overall performance rating is Satisfactory for the month of November.

2. Please direct any questions to me at 49 171 216 2428.

A handwritten signature in black ink, appearing to read 'JAKE ALVERSON', is written over a horizontal line.

JAKE ALVERSON, 1LT, USAF  
Contracting Officer





DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

8 Jan 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1 - 31 December 2006.

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: None
- Observed Discrepancies: Nine other observed discrepancies were identified in November.
  - 12-14/12 Dec 06 – Two incorrect delay codes entered in GDSS
  - 12-16/13 Dec 06 – Incorrectly documented/processed surface inbound cargo
  - 12-23/19 Dec 06 – Failed to notify QA personnel of aircraft delay
  - 12-27/21 Dec 06 – Failed to ensure baggage was properly marked with destination and identification
  - 12-30/26 Dec 06 – Two 60K-Loaders with open write ups
  - 12-32/27 Dec 06 – PPR log and request form not accomplished IAW the SOW
  - 12-63/7 Dec 06 – Failed to correctly set the ETD and Crew LFA time for diverted aircraft
  - 12-64/20 Dec 06 – Failed to provide a daily mission schedule IAW SOW
  - 12-65/28 Dec 06 – Failed to facilitate on time aircraft departure
- Over and Above Initiatives: During the month of November, the contractor showed a willingness to improve processes as well as assisting in the performance of tasks not required in their daily functions. The contractor developed a Quality Control (QC) step prior to hazardous cargo delivery to OKBK: all paperwork is delivered the day prior to cargo arrival for QC thereby decreasing storage requirements of frustrated cargo due to paperwork errors. They also volunteered to perform Flightline Competency Training for their own employees and decreased the workload for a one deep military Safety NCO. Finally, the contractor repaired the roof on the Air Freight government furnished trailer to stop water leaks and prevent damage to Government Furnished Equipment inside facility. The contractor routinely washes 463L cargo pallets and provides cargo straps for remains of deceased personnel departing OKBK.
- Other Observations:

b. **Schedule**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Additional CFE (1 S/T, 2 B/C, and 6 Forklifts) is now on location. The contractor continues to subcontract 3 S/Ts and 2 B/Cs which enable them to accomplish all functions with minimal to no impact on mission requirements. Numerous contractor personnel still do not have their NAC clearances adjudicated. The 5 EAMS commander continues to provide 30 day flightline access waivers to those with open NAC investigations not yet adjudicated. An access to Automated Information System (AIS) waiver was submitted for another 18 personnel for the ability to access required computer systems to accomplish mission requirements.

c. **Business Relations**

**Rating:** Marginal

- Critical Discrepancies: None
- Other Observed Discrepancies: The Marginal rating stems from one customer complaint concerning Maytag's business relations. Customer complaint 200612-01 addressed a CAV employee's lack of respect and argumentative behavior toward the 5 EAMS Commander's Executive/Protocol Officer and Assistant Director of Operations.
- Over and Above Initiatives: None
- Comments: None

d. **Management of Key Personnel**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

e. **Overall Comments and Evaluation**

**Rating:** Satisfactory

The overall satisfactory rating stems from 7 discrepancies observed this month. The contractor appears to be in a steady state of acceptable performance.

CAV continues to work issues in acquiring and obtaining National Agency Check clearance requirements. 38 NAC clearances are open and/or pending adjudication.

The contractor was involved in one minor incident during the month which caused damage to a C-17 aircraft during the download of a 6-pallet train, but was attributed for the most part to the aircrew. Personnel need to stay cognizant of established safety policies/procedures and their surroundings during operations to minimize any safety related mishap. Identification of contractor personnel not adhering to established flightline safety guidelines continue to diminish. CAV management is informed when safety practices are not followed, and takes action to ensure all CAV personnel are informed of local policies.

The overall performance rating is Satisfactory for the month of December.

2. Please direct any questions to me at 49 171 216 2428.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

13 Feb 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

I. The following information is provided for your information or action regarding subject contract for 1 - 31 January 2007.

a. Quality of Product/Service

Rating: Satisfactory

- Observed Discrepancies: Eleven observed discrepancies were identified in January.
  - 01-32/24 Jan 07 – Inaccurate pallet grid inventory
  - 01-33/24 Jan 07 – Failed to remove trash from aircraft
  - 01-38/29 Jan 07 – Inaccurate status report
  - 01-61/4 Jan 07 – Failed to facilitate on-time aircraft departure
  - 01-63/6 Jan 07 – Damage to property; right rear tail light reflector of trailer
  - 01-64/7 Jan 07 – Incorrect delay code entered in GDSS
  - 01-67/10 Jan 07 – Failed to comply with applicable safety guidelines
  - 01-68/12 Jan 07 – Damage to CFE (Van)
  - 01-69/14 Jan 07 – Failed to facilitate on time aircraft departure
  - 01-71/27 Jan 07 – Failed to facilitate on time aircraft departure
  - 01-72/27 Jan 07 – Failed to notify QA personnel of aircraft delays
- Over and Above Initiatives: None
- Other Observations: None

b. Schedule

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Numerous contractor personnel still do not have their NAC clearances adjudicated. The 5 EAMS commander continues to provide 30 day flightline access waivers to those with open NAC investigations not yet adjudicated.

c. **Business Relations**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. **Management of Key Personnel**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

e. **Overall Comments and Evaluation**

**Rating:** Satisfactory

The overall satisfactory rating stems from the 11 discrepancies observed this month. The amount of discrepancies increased slightly when compared to the previous 2 months, but not significantly enough to change the overall performance rating.

Contractor adherence to safety requirements remains a concern. There were 6 duty related mishaps during the month. Personnel need to ensure they are aware of their surroundings, avoid taking short cuts, and apply safety practices at all times.

The overall performance rating is Satisfactory for the month of January.

2. Please direct any questions to me at 49 171 216 2428.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

15 Mar 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 28 February 2007.

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: Zero critical discrepancies were identified in February.
- Observed Discrepancies: Five other observed discrepancies were identified in February.
  - 02-06/6 Feb 07 - No Flight Schedules/Events Log
  - 02-61/8 Feb 07 - Improper Aircraft Taxi In/Out Procedures
  - 02-65/16 Feb 07 - Failed to facilitate on-time aircraft departure
  - 02-66/26 Feb 07 - Failed to facilitate 3 on-time aircraft departures
  - 02-67/28 Feb 07 - Failed to Provide Aircraft Ground Services

Over and Above Initiatives: During the month of February, the contractor continued to assist 5 EAMS/MX with their daily FOD walks. Additionally, they provided a volunteer to perform Flightline Competency Training for CAV employees, decreasing the workload of 5 EAMS Safety NCO.

b. Schedule

Rating: Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

c. **Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: Passenger services created a Flight Information Display for passengers waiting in the tent area.
- Comments: Contractor received laudatory comments from 5 EAMS/DO for amount of cargo and passengers moved. Additional positive laudatory comments received by several distinguished visitors transiting KCIA.

d. **Management of Key Personnel**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Personnel in key supervisory positions are knowledgeable of the necessary requirements to effectively accomplish mission objectives which thus far have improved the movement of cargo and passengers transiting KCLA.

e. **Overall Comments and Evaluation**

**Rating:** Satisfactory

The overall satisfactory rating stems from 5 discrepancies observed this month. Aircraft delays and safety mishaps continue to be a concern.

The contractor was responsible for four mission delays, Performance Objective 1. One delay was attributed to passenger processing, three others were due to late pushback services. CAV subcontracts Kuwait Airways when their tow vehicle is not operational. The Kuwaiti tow vehicle travels from the commercial side of airport and doesn't arrive until work is completed on other side.

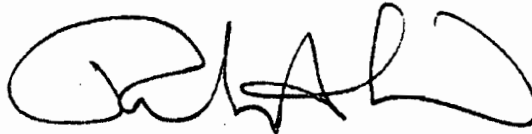
Other performance objectives with discrepancies:

- PO 2 – 1 discrepancy attributed to absence of flight schedule/events log
- PO 8 – 2 total discrepancies attributed to various functions

There were seven duty related safety mishaps during February. Four resulted in minor personal injury. The other three mishaps involved vehicles that resulted in minor to no property damage. In each case, all personnel need to ensure they are aware of their surroundings and to apply safety practices at all times.

The overall performance rating is Satisfactory for the month of February.

2. Please direct any questions to me at 49 171 216 2428.

A handwritten signature in black ink, appearing to read 'JALV', with a large, stylized loop at the end.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer





DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 Apr 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 March 2007.

a. Quality of Product/Service

Rating: Satisfactory

- Observed Discrepancies: Seventeen observed discrepancies were identified in March.

- 03-03/02 Mar 07 – Incorrect passenger processing
- 03-10/08 Mar 07 – Incorrect auditable record or report
- 03-12/09 Mar 07 – Incorrect passenger processing
- 03-30/23 Mar 07 – Incorrect passenger processing
- 03-39/29 Mar 07 – Incorrect passenger processing
- 03-60/02 Mar 07 – Failed to provide parking plan
- 03-61/03 Mar 07 – Inaccurate mission delay reporting
- 03-63/13 Mar 07 – Failed to comply with CSS policy
- 03-64/14 Mar 07 – Failed to comply with CSS policy
- 03-65/15 Mar 07 – Failed to comply with CSS policy
- 03-66/19 Mar 07 – Inaccurate mission delay reporting
- 03-67/19 Mar 07 – Failed to facilitate two on time aircraft departure
- 03-68/19 Mar 07 – Inaccurate mission delay reporting
- 03-69/19 Mar 07 – Failed to secure chock while MHE brought up to aircraft
- 03-70/21 Mar 07 – Failed to provide C2 Certificate of Completion for AMCC C2 controller
- 03-71/26 Mar 07 – Inaccurate mission delay reporting
- 03-74/31 Mar 07 – Inaccurate mission delay reporting

- Over and Above Initiatives: Contractor continues to wash 463L pallets and provide new cargo straps for all human remains departing KCLIA. They also provide escorts for inbound/outbound trucks during Force Protection workload surge.

- Other Observations: None

b. **Schedule**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

c. **Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives:
  - Phil Erway and Cheryl Williams were "coined" for their support during the Korean Forces rotational swap. The Commander, ROKAF praised the passenger terminal for their efforts in facilitating the family of Korea's first casualty since the beginning of OIF. ATOC also received kudos for their efforts in coordinating all commercial MHE and equipment from the commercial airport to handle a Korean Airline jet.
  - Met with 386 ELRS to mitigate late passenger arrival which results in Patriot Express departure delays. Additional initiatives discussed were antihijacking, X-Man product, and carry on items. Meeting has had a positive impact for all parties involved.
  - Provided assistance to 386 ECOMM testing different radio frequencies within the APOD to improve reception.
  - Continues to foster good working relations with 5 EAMS by conducting flightline competency training, participating in weekly FOD walks, and providing slides and briefings for weekly Al Mubarak AB coordination meeting.
- Comments: None

d. **Management of Key Personnel**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None

- Over and Above Initiatives: None
- Comments: None

c. Overall Comments and Evaluation

Rating: Satisfactory

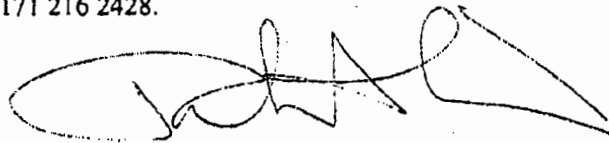
The overall satisfactory rating stems from 17 discrepancies observed this month and two GFE (60K Loader) mishaps, which are critical to performing the ATGHS requirements.

Some of the trends observed this month were: failure to comply with commander's concurrent servicing policy (3 discrepancies in 3 days); inaccurate mission delay reporting (4 surveillance discrepancies); passenger processing (4 surveillance discrepancies). The remaining discrepancies were attributed to a variety of factors including failure to facilitate on time aircraft departure and incorrect auditable record or report.

There were two mishaps involving damage to GFE (60K Loaders), one involved damage to a sliding glass window caused when a loose chain struck the side of the cab. The other 60K sustained more extensive damage when the operator tried to maneuver through a tight spot without the use of ground spotters. Damage contained to catwalk, railing, and three tires.

The overall performance rating is Satisfactory for the month of March.

2. Please direct any questions to me at 49 171 216 2428.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

8 May 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 30 April 2007.

a. Quality of Product/Service

Rating: Very Good

- Observed Discrepancies: Eleven observed discrepancies were identified in April.
  - 04-02/02 Apr 07 - Failure to properly maintain GFE
  - 04-20/16 Apr 07 - Failure to properly maintain GFE
  - 04-34/26 Apr 07 - Incomplete passenger manifesting
  - 04-38/30 Apr 07 - Failure to properly maintain GFE
  - 04-61/05 Apr 07 - Failure to facilitate on-time aircraft departure
  - 04-63/09 Apr 07 - Failure to provide OPSUM report to QA
  - 04-67/16 Apr 07 - Inaccurate mission delay reporting
  - 04-68/17 Apr 07 - Failure to pre-positioned chock prior to spotting
  - 04-70/23 Apr 07 - Failed to annotate or notify QA of aircraft delays
  - 04-71/25 Apr 07 - Incomplete passenger movement
  - 04-73/30 Apr 07 - Failure to provide daily flight schedules to QA
- Over and Above Initiatives: 5
  - The first week of the month AMCC did an outstanding job annotating and reporting mission delays. No noted discrepancies with delay code inputs. Additionally, Hector Rivera e-mailed delay information after passing telephonically.
  - Assisted a MRT with preparing documentation, marking, and labeling of equipment returning to home station.
  - During a 4 hour period on the evening of 23 Apr, CAV coordinated aircraft parking around two broken C-5s. Four other aircraft handled and departed without delay.
  - Contractor continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.

- Provided escorts for inbound/outbound trucks during Force Protection workload surge.

- Other Observations: None

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - Dave Noblin and Donna Menchaca received laudatory comments from Lt Col Butts, Commander, Theater Consolidation and Shipping Point for excellent service and expedient movement of cargo originating from TCSP.
  - Provided slides and briefing for weekly Al Mubarak AB coordination meeting.
  - Conducted flight line competency training for personnel, alleviating heavy workload of 5 EAMS/Safety
  - Continues to mesh with 5 EAMS by participating in monthly 5 kilometer run and weekly FOD walks.
- Comments: None

**c. Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

**d. Overall Comments and Evaluation**

**Rating: Very Good**

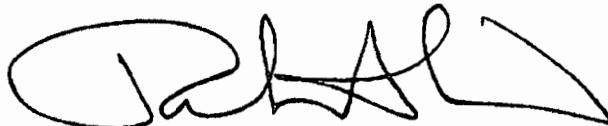
The overall rating of very good stems from 11 discrepancies observed this month and three mishaps during the last week of the month.

The amount of observed discrepancies has decreased over the past several months. Some of the trends observed this month were: failure to properly maintain GFE (3 discrepancies); failure to provide required reports to QA (2 surveillance discrepancies); passenger services (2 surveillance discrepancies). The remaining discrepancies were attributed to a variety of factors including failure to facilitate on time aircraft departure and inaccurate mission delay reporting.

There were three mishaps during the last week in April. One involved a C-130 nose gear rolling on top of a tow bar after the bar broke loose. Another involved damage to C-17 skid plate strap after a 60K operator misjudged his clearance and dropped the bed of the loader hitting the strap. The last mishap involved a passenger van backing into a pole. The last two mishaps could have been prevented if a spotter was used to verify clearance. Personnel need to stay cognizant of established safety policies/procedures and their surroundings during operations to minimize any safety related mishaps.

The overall performance rating is Very Good for the month of April.

2. Please direct any questions to me at 49 171 216 2428.

A handwritten signature in black ink, appearing to read 'J Alverson', with a large, stylized initial 'J' and a long horizontal stroke extending to the right.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

8 June 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 May 2007.

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancy: One critical discrepancy was identified in May.
  - CDR 05-01 – Safety related issues
- Observed Discrepancies: Four other observed discrepancies were identified in May.
  - 05-62/13 May 07 – Failure to log/report mission delays
  - 05-63/21 May 07 – Provided 7107 report late to QA
  - 05-64/22 May 07 – Failure to enforce DV policy
  - 05-65/30 May 07 – Failure to stop unsafe loading operations
- Over and Above Initiatives: 6
  - Processed over 400 pallets and over 80 pieces of rolling stock during a 60 hour period while GATES upgrade initiated. Contractor forced to operate manually after the planned 12 hour upgrade was surpassed. Ensured data base integrity once system became operational.
  - Coordinated commercial ground servicing for several Distinguished Visitors.
  - Prepared flight line paint truck for airlift to next destination.
  - Reconfigured 13 pallets departing on Coalition and Tender missions ensuring urgently needed cargo arrived at destination.
  - Contractor continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.

- Provided escorts for inbound/outbound trucks during Force Protection workload surge.

- Other Observations: None

b. **Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Participates on weekly Aircraft Ground Services meeting with Aircraft Maintenance Flight Commander and Superintendent and Operations meeting with 5 EAMS Director of Operations and Chief, Quality Assurance.
  - Provides slides and briefing for weekly Al Mubarak AB coordination meeting.
  - Conducts flight line competency training for personnel, alleviating heavy workload of 5 EAMS/Safety
  - Participates in weekly Maintenance flight FOD walk.
  - Provides forklift operator to re-position barriers around Al Mubarak AB and download bottled water consumed by installation personnel.
- Comments: None

c. **Management of Key Personnel**

**Rating: N/A**

d. **Overall Comments and Evaluation**

**Rating: Very Good**

The overall rating of very good stems from 1 critical discrepancy, 4 other discrepancies and two vehicle mishaps observed this month.

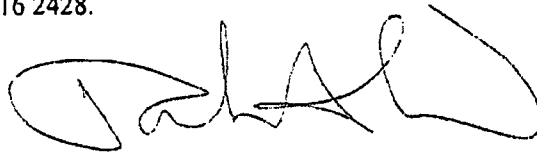
The amount of observed discrepancies has decreased over the past several months. There were no performance objectives with repetitive discrepancies.

The two mishaps during the first week of the month coupled with three additional mishaps during the end of April resulted in an issuance of a CDR. Contractor conducted a self initiated safety stand down. Topics discussed were Operational Risk Management and Safety Awareness. Contractor appoints safety observers for each shift.



The overall performance rating is Very Good for the month of May.

2. Please direct any questions to me at 49 171 216 2428.

A handwritten signature in black ink, appearing to read 'J Alverson', with a large, sweeping loop at the end.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 July 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 30 June 2007.

a. Quality of Product/Service

Rating: Very Good

- Observed Discrepancies: Seven other observed discrepancies were identified in May.
  - 06-09/8 Jun 07 – Failed to comply with safety warning.
  - 06-23/19 Jun 07 – Failed to segregate non-sterile passenger from sterile passengers
  - 06-36/28 Jun 07 – Failed to properly process Hazardous Material
  - 06-60/1 Jun 07 – Failed to properly annotate AF Form 4080
  - 06-61/9 Jun 07 – Passenger manifest error
  - 06-62/9 Jun 07 – Failed to properly process Hazardous Material
  - 06-63/18 Jun 07 – Passenger manifest error
- Over and Above Initiatives: 6
  - Moved more than 35% of all Theater Express cargo in the AOR during the first week of June
  - Coordinated with 386 ELRS, Al Salem AB and Central Command Deployment and Distribution Operations Center (CDDOC) to transport Salem AB backlog cargo to Al Mubarak AB for airlift to destination
  - Received kudos from Command AGE functional manager for their hard work and continuous improvements
  - Continues to effectively accomplish the mission with intermittent LMR reception
  - Contractor continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.

- Provide escorts for inbound/outbound trucks during Force Protection workload surge.

- Other Observations: None

b. **Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 8
  - Participates in weekly Aircraft Ground Services meeting with Aircraft Maintenance Flight Commander and Superintendent and Operations meeting with 5 EAMS Director of Operations and Chief, Quality Assurance.
  - Provided data for study of AGE maintenance and how it impacts USAF's Global War on Terrorism and potential costs of re-establishing AGE baseline post hostilities
  - Relocated MHE parking and 20% of pallets from grid yard to accommodate host nation's requirement for additional space to meet increased mission
  - Provides use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation
  - Transported several passengers from the front gate of Al Mubarak AB to the passenger terminal after arriving by taxi from the commercial airport
  - Provides slides and briefing for weekly Al Mubarak AB coordination meeting.
  - Conducts flight line competency training for personnel, alleviating workload of 5 EAMS/Safety
  - Provides forklift operator to offload bottled water to be consumed by installation personnel.
- Comments: None

c. **Management of Key Personnel**

**Rating:** N/A

- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. Overall Comments and Evaluation

Rating: Very Good

The amount of observed discrepancies increased slightly from May, but not significantly enough to change the overall performance rating. Two repeat discrepancies were incorrect passenger manifests and improper processing of hazardous material.

The overall performance rating is Very Good for the month of June.

2. Please direct any questions to me at 49 171 216 2428.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

13 Aug 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 July 2007.

a. Quality of Product/Service

Rating: Very Good

- Observed Discrepancies: Five observed discrepancies were identified in July.
  - 07-01/1 Jul 07 – Failed to segregate non-sterile passenger from sterile passengers
  - 07-05/3 Jul 07 – Failed to notify QAE of delays
  - 07-36/26 Jul 07 – Failed to maintain auditable records
  - 07-60/22 Jul 07 – Failed to provide a PSA during passenger upload
  - 07-61/22 Jul 07 – Failed to provide a PSA during passenger upload
- Over and Above Initiatives: 4
  - Provided daily movement details to CDDOC and Air Mobility Division (AMD) on 298 high visibility up-armored Humvees destined for Iraq
  - Accomplished transportation documentation for misrouted weapons shipment
  - Continues to effectively accomplish the mission with intermittent LMR reception
  - Contractor continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.
- Other Observations: Received kudos from 5 EAMS/CC for movement of high volume of passengers and cargo

b. Business Relations

Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: 1

- Received customer complaint pertaining to Contractor Furnished Equipment. Ground representative for World Airways (Michelle Johnson) feels stair case truck #03 is unsafe. CAV has not responded and the issue has not been resolved yet. **Ref customer complaint 200707-01.**
- Over and Above Initiatives: 7
  - Participates in weekly Aircraft Ground Services meeting with Aircraft Maintenance Flight Commander and Superintendent and Operations meeting with 5 EAMS Director of Operations and Superintendent, Quality Assurance.
  - Accompanied 5 EAMS/CC to meeting with Central Command Deployment and Distribution Operations Center (CDDOC) at Camp Arifjan to discuss velocity initiative. Mr Dave Noblin and Ms Donna Menchaca's expertise was key to a successful meeting outcome.
  - Meeting with CDDOC/TCSP/CRSP/DDKS to discuss options to relieve backlog for over 1000 sealand vans at TCSP and maximizing 747 utilization had a positive impact for all parties involved.
  - Continues to provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation.
  - Provided requirements needed to facilitate Special Handling section move to sunshade 11, move will allow space within hanger 4 for office space for 387 AEG.
  - Provides slides and briefing for weekly 5 EAMS staff meeting.
  - Provided two forklift operators to transport skids of bottled water from staging yard to Maintenance area.
- Comments: None

c. **Management of Key Personnel**

**Rating: Not Applicable**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. Overall Comments and Evaluation

Rating: Very Good

The overall satisfactory rating stems from 5 discrepancies observed this month. Repeat discrepancies were failure to provide a passenger service agent during passenger upload.

CENTAF/A6 granted permission to provide CAV personnel access to NIPRNET while awaiting their National Agency Check (NAC) clearance requirements. This alleviates long wait times for employees to gain system access and enhances mission accomplishment.

The overall performance rating is Very Good for the month of July.

2. Please direct any questions to me at 49 160 9048 4140.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

28 September 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 August 2007.

a. Quality of Product/Service

Rating: Satisfactory

- Observed Discrepancies: Fourteen discrepancies were identified in August.
  - 08-07/6 Aug 07 – MHE Inspections
  - 08-15/13 Aug 07 – Aircraft Marshalling
  - 08-17/14 Aug 07 – Passenger Service Processing
  - 08-18/15 Aug 07 – Delay Remarks
  - 08-20/16 Aug 07 – Load Selection Procedures
  - 08-25/20 Aug 07 – MHE Inspection/Operation
  - 08-34/27 Aug 07 – Maintaining GFE
  - 08-60/2 Aug 07 – Failure to facilitate an on-time departure
  - 08-61/2 Aug 07 – Delay Remarks
  - 08-62/3 Aug 07 – QRC Implementation
  - 08-63/4 Aug 07 – QRC Implementation
  - 08-65/13 Aug 07 – AMCC Entries
  - 08-67/16 Aug 07 – Concurrent Servicing
  - 08-69/20 Aug 07 – Vehicle Safety at Aircraft
  - 2 Safety mishap reports received, one for a pallet not being secured properly to a forklift and another involving GFE (2 60Ks, only one received minor damage).



- Over and Above Initiatives: 4
  - Provided escorts to handle pallet dollies coming from the commercial airport through ECP 5 during workload surge of Force Protection personnel. PWS requires us to escort from ECP 2 and 3 only.
  - Re-handle dunnage daily. The dunnage on inbound cargo trucks is removed and stacked in cargo yard. This dunnage is then transported by CAV to the terminating cargo yard and utilized for outbound cargo trucks that arrive without dunnage. All trucks should arrive with dunnage to transport pallets.
  - Monitor shuttle bus traffic and coordinate pick-up times for passengers waiting at the commercial side of the airport.
  - Coordinated transportation for weapons and baggage left behind by passengers.
- Other Observations: 3
  - Received Kudos from AMC AOS/A3K for assisting in turning a MD11 with 141 passengers inbound and 100 plus passengers outbound in 1 hour and 31 minutes. By turning the mission quickly CAV prevented the crew from going into crew rest and placed the mission back on schedule.
  - Candice Spiri received kudos for being very professional and going above and beyond in arranging transportation for 30 weapons and a large number of passenger bags that were mistakenly left on the aircraft by the carrier.
  - Received commendable comments from QA for submitting the 7107 report 5 days before the due date (ref 200708-21), demonstrating outstanding customer service (ref SUR200208-24), identifying and preventing a potential safety hazard (ref SUR200708-29), and communicating evacuation procedures for concurrent servicing of aircraft (ref 200708-68).

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: 1
  - Received customer complaint pertaining to Contractor Furnished Equipment. Ground representative for World Airways (Michelle Johnson) feels stair case truck #03 is unsafe. CAV has responded and the issue has been resolved. **Ref customer complaint 200707-01.**
- Over and Above Initiatives: 7

- Participates on weekly Aircraft Ground Services meeting with Aircraft Maintenance Flight Commander and Superintendent and Operations meeting with 5 EAMS Director of Operations and Superintendent, Quality Assurance
- Continues to provides use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation
- Provided cargo/passenger movement numbers to Force Protection to utilize for EPR's, LOE's and Decorations.
- Provides slides and briefing for weekly 5 EAMS staff meeting
- Performed maintenance on two mechanized gurneys for Theater Mortuary Evacuation Point. Also cleaned and replaced batteries.
- Aided Security Forces with monitoring a no-notice foreign arrival. Transported the foreign national to the main gate after he cleared customs.

- Comments: None

c. **Management of Key Personnel**

**Rating:** N/A

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. Overall Comments and Evaluation

Rating: Satisfactory

The overall satisfactory rating stems from 2 safety mishaps and 14 discrepancies.

Repeat discrepancies were Maintaining GFE and Delay Remarks.

CENTAF/A6 granted permission to provide CAV personnel access to NIPRNET while awaiting their National Agency Check (NAC) clearance requirements. This alleviates long wait times for employees to gain system access and enhances mission accomplishment.

CDR 20070701 was issued in July but not completely validated until August. Accordingly, the validation of this CDR is applied to the overall rating for the month of August, as it was not weighed in when factoring the monthly rating for July.

The overall performance rating is Satisfactory for the month of August.

2. Please direct any questions to me at 49 160 9048 4140.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 October 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1.

a. Quality of Product/Service

Rating: Satisfactory

- Observed Discrepancies: Seventeen observed discrepancies were identified in September.
  - 09-11/11 Sep 07 – Improper ground spotting and chocking procedures
  - 09-13/12 Sep 07 – Inaccurate information passed
  - 09-14/12 Sep 07 – Incomplete event log
  - 09-17/14 Sep 07 – Failed to properly move hazardous material
  - 09-19/17 Sep 07 – Failure to follow proper chocking procedures
  - 09-21/18 Sep 07 – Failure to maintain sequence of events
  - 09-36/28 Sep 07 – Failed to notify AMC/A4TE of 60K accident
  - 09-60/04 Sep 07 – Concurrent Servicing
  - 09-61/06 Sep 07 – Failed to notify QAE of accident
  - 09-62/08 Sep 07 – Failed to facilitate on-time departure
  - 09-63/11 Sep 07 – Failed to notify QAE of accident
  - 09-64/12 Sep 07 – Failed to provide aircraft service within capability
  - 09-65/12 Sep 07 – Incorrect delay codes
  - 09-66/13 Sep 07 – Failed to initiate Quick Response Checklist
  - 09-67/15 Sep 07 – Failed to obtain control number for delay code
  - 09-68/16 Sep 07 – Failed to properly move hazardous material
  - 09-69/19 Sep 07 – Incorrect Global Decision Support System (GDSS) entries
- Over and Above Initiatives: 5
  - Coordinated with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite a critical shipment of aviation oil to USS Enterprise in Persian Gulf, received praise from CDDOC and USS Enterprise
  - Completed One Time Inspection (OTI) for all 60K Loaders immediately after message was released ensuring no loader was taken out of service

- Worked closely with Aerial Port Control Center (APCC) to re-cut C-17 mission to facilitate onward movement of 4 human remains to CONUS

- Continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.

- Continues to effectively accomplish the mission with intermittent LMR reception

- Other Observations: Constantly receiving kudos from 5 EAMS Commander and Director of Operations

b. **Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Worked velocity test with CDDOC and AMD to move 1,150 backlog sealand containers to Al-Asad AB, Iraq. Actions allowed 15 pallet positions of cargo to be moved for every 10 positions
  - Met with CDDOC/MARCENT/DDKS and Navy leadership to discuss several options to move Mine Resistant Armored Protected (MRAP) vehicles into Iraq
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation
  - Validated requirements needed to facilitate Special Handling section move and Air Mobility Command Center renovation projects both totaling over 160K
  - Provides slides and briefing for weekly 5 EAMS staff meeting

c. **Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. **Overall Comments and Evaluation**

**Rating: Satisfactory**

The overall Satisfactory rating stems from 17 discrepancies observed this month and one accident involving GFE. The majority of discrepancies were in Performance Objective 2 and 3. Performance Objective 2 which requires "Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail ensuring maximum aircraft utilization" had 4 discrepancies. Performance Objective 3, "Provide Air Mobility Command Control Services" had 5 discrepancies. Additional discrepancies were in PO 5, Aircraft Services, PO 6, Inspection, processing, and movement of hazardous materials, and PO 8, Provide aircraft ground services.

The accident occurred when the 60K driver misjudged the clearance of a K-Loader and parked trucks in the cargo yard. The K-Loader operator clipped the front end of one of the trucks with the right rear of K-Loader.

The overall performance rating is Satisfactory for the month of September.

2. Please direct any questions to me at 49 160 9048 4140.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 November 2007

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 October 2007.

a. Quality of Product/Service

Rating: Very Good

- Observed Discrepancies: Thirteen observed discrepancies were identified in October.
  - 10-13/10 Oct 07 – Incomplete mission folders
  - 10-15/11 Oct 07 – Failed to correct discrepancies
  - 10-18/12 Oct 07 – Late report
  - 10-21/16 Oct 07 – Failure to properly maintain Material Handling Equipment
  - 10-24/18 Oct 07 – Failed to correctly monitor cargo
  - 10-29/22 Oct 07 – Failure to properly maintain Material Handling Equipment
  - 10-30/23 Oct 07 – Failed to notify QAE of accident
  - 10-32/24 Oct 07 – Failed to correctly monitor cargo
  - 10-60/13 Oct 07 – Incorrect delay code reporting
  - 10-61/18 Oct 07 – Spinning aircraft without prior coordination
  - 10-63/24 Oct 07 – Failed to load Distinguish Visitor's bag on mission
  - 10-64/27 Oct 07 – Failed to have Passenger Service agent present during upload
  - 10-65/28 Oct 07 – Failed to ensure personnel not exposed to hazard or risk of injury
- Over and Above Initiatives: 5
  - Received "courtesy look" from AMC Staff Assistance Visit team, no major discrepancies noted
  - Updated stateside phone listing for passenger use in terminal
  - Immediately replaced wooden dunnage with new composite dunnage in theater grid yard
  - Washed 463L pallets and provided new cargo straps for all human remains departing KCIA.

- Continued to effectively accomplish the mission with intermittent LMR reception
- Other Observations:

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Allowed British Forces use of passenger terminal while their complex is the process of being remodeled
  - Sent representative to quarterly AOR Aerial Port Conference to voice concerns
  - Assisting Navy Customs to alleviate agricultural issues with cargo transiting KCIA
  - Continued to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation
  - Provided slides and briefing for weekly 5 EAMS staff meeting
- Comments: None

**c. Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: Temporary Station Manager is working swiftly to correct all discrepancies immediately after brought to his attention

**d. Overall Comments and Evaluation**

**Rating: Very Good**



The overall Very Good rating stems from 13 discrepancies observed this month and three incidents involving 60K Loaders.

Three discrepancies were noted in Performance Objective (PO) 4, Plan, Select, Sequence, and Monitor each Aircraft Passenger, Cargo, and Mail load. PO 7, Passenger Processing and Baggage Services and PO 10, Operate, Maintain, and Repair MHE and AGE also had multiple discrepancies.

An accident occurred when a ground spotter misjudged clearance between a K-Loader and a parked forklift, directing the 60K into the forklift. On two separate occasions damage to a cat walk and a broken window were discovered while performing vehicle inspections.

The overall performance rating is Very Good for the month of October.

2. Please direct any questions to me at 49 160 9048 4140.

//SIGNED//

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



**DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)**

10 December 2007

**MEMORANDUM FOR CAV INTERNATIONAL**

**FROM: OL-R AMC AOS/A3K**

**SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services**

1. The following is provided for your information or action regarding subject contract for 1 - 30 November 2007.

**a. Quality of Product/Service**

**Rating: Very Good**

- **Observed Discrepancies:** Thirteen observed discrepancies were identified in November.
  - 11-05/05 Nov 07 – Failure to submit Tunner report for 3-month period
  - 11-21/16 Nov 07 – Failure to submit CPAM as required
  - 11-22/19 Nov 07 – Failure to provide full range of Passenger Service
  - 11-26/21 Nov 07 – Failed to distribute parking plan
  - 11-27/22 Nov 07 – Failed to properly plan/select cargo for movement
  - 11-28/22 Nov 07 – Failure to provide proper aircraft services
  - 11-29/23 Nov 07 – Failure to properly manifest cargo
  - 11-32/26 Nov 07 – Failure to properly maintain Material Handling Equipment
  - 11-35/28 Nov 07 – Failure to provide full range of Passenger Service
  - 11-60/08 Nov 07 – Failure to stop cargo upload while refueling
  - 11-61/11 Nov 07 – Damage to Government Furnished Equipment
  - 11-62/12 Nov 07 – Improper passenger manifesting
  - 11-64/23 Nov 07 – Incomplete/incorrect data for manual procedures
- **Over and Above Initiatives: 4**
  - Moved 64,790 passengers and 10,123.6 short tons on 988 missions
  - Provided four personnel to receive Mine Resistant Armored Protected vehicle (MRAP) familiarization training from US Navy at Camp Morrel, Kuwait.
  - Continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.
  - Continues to effectively accomplish the mission with intermittent LMR reception

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Met with CDDOC/DDKS and Navy leadership to coordinate MRAP movement through Al Mubarak AB,
  - Met with CENTAF Community Planners to assist development of short term improvements for the enhancement of mission execution until new Coalition Compound is completed
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation
  - Validated requirements needed to facilitate Special Handling section move and Air Mobility Command Center renovation projects both totaling over 160K
  - Provides slides and briefing for weekly 5 EAMS staff meeting
- Comments: None

**c. Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

**d. Overall Comments and Evaluation**

**Rating: Very Good**

As noted above there were only 13 discrepancies noted for the month of November with over 64,000 personnel and 988 missions supported. The discrepancies were distributed approximately evenly over the performance objectives. No contract discrepancy reports were issued. Two minor accidents were reported with neither one causing significant damage. CAV continues to provide over and above support in both their business relations and quality of product. Additionally, their forward leaning posture toward the movement of hundreds of MRAPS into theater will hopefully lead to a successful execution of that plan. .

The overall performance rating is Very Good for the month of November.

2. Please direct any questions to me at 49 160 9048 4140.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

8 January 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 December 2007.

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 1 critical discrepancy was identified in December.
  - Exceeded threshold for SDS Performance Objective (PO) 5: Aircraft Services
    - Ref: CDR 200712-01
- Observed Discrepancies: 6 observed discrepancies were identified in September.
  - 12-33/26 Dec 07 - Improper ground spotting procedures
  - 12-38/31 Dec 07 - MHE discrepancies not annotated on AFTO
  - 12-60/1 Dec 07 - Improperly manifested cargo
  - 12-61/4 Dec 07 - Passenger coordination not performed
  - 12-63/4 Dec 07 - Improperly manifested cargo
  - 12-65/27 Dec 07 - Failure to facilitate on time departures
- Over and Above Initiatives: 5
  - Effectively transported 8,194 cargo short tons and 54,360 passengers on 1,199 airlift missions with limited operating space, host-nation restraints and intermittent LMR reception.
  - Coordinated with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
  - When weather caused two aircraft to divert into OKBK, passenger terminal representatives selflessly made 3 separate food runs to feed 179 stranded passengers.

- o Worked closely 5 EAMS/DO, US Embassy personnel, and White House communication team for upcoming POTUS visit.

- o Continues to wash 463L pallets and provide new cargo straps for all human remains departing KCIA.

b. **Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - o Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation.
  - o Validated requirements needed to facilitate Special Handling section move and Air Mobility Command Center renovation projects both totaling over 160K.
  - o Provides slides and briefing for weekly 5 EAMS staff meeting. Has accepted invitation to attend 387 AEG weekly staff meeting to foster teamwork with Support Unit.
- Comments: After receiving an unacceptable surveillance for mission delays that he did not agree with, the Station Manager responded back with emails that were unprofessional. The emails were focused on a lack of trust on behalf of the government. This was an isolated event, and the Station Manager has taken other unacceptable surveillances with great gravity and has implemented corrective measures to prevent repeat violations.

c. **Management of Key Personnel**

**Rating:** N/A

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

d. **Overall Comments and Evaluation**

**Rating:** Very Good

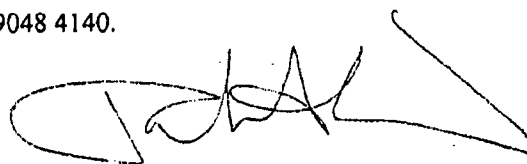
As noted above, there was only 1 CDR and 6 discrepancies observed this month while CAV executed the movement of almost 8,200 short tons, over 54,000 passengers on

nearly 1,200 aircraft. The CDR was administered for allowing a foreign national sign for registered mail and a piece of signature service. CAV has since initiated corrective measures and this has not been an issue since. The 6 discrepancies noted were evenly distributed over the Performance Objectives. Three minor accidents were reported but with no significant damage.

CAV continues to effectively accomplish the mission of rotating passengers and equipment to and from the AOR. Additionally, they are continually involving themselves with Al Mubarak Air Base as a community.

The overall performance rating is Very Good for the month of December.

2. Please direct any questions to me at 49 160 9048 4140.

A handwritten signature in black ink, appearing to read 'JAKE ALVERSON', with a large, sweeping flourish extending to the right.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

13 February 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

I. The following is provided for your information or action regarding subject contract for 1 - 31 January 2008.

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 1 critical discrepancy was identified in January.
  - Exceeded threshold for SDS Performance Objective (PO) 1: Facilitate On Time Departures
    - Ref: CDR 200801-01
- Observed Discrepancies: 11 observed discrepancies were identified in January.
  - 01-09/5 Jan 08 - Passenger Service Briefings
  - 01-10/7 Jan 08 - Mishandled Baggage
  - 01-15/10 Jan 08 - ALLOAD Messages in GATES
  - 01-24/16 Jan 08 - Vehicle Inspections
  - 01-30/21 Jan 08 - Incident Notification
  - 01-36/24 Jan 08 - Vehicle Inspections
  - 01-60/2 Jan 08 - Aircraft Delay
  - 01-62/24 Jan 08 - OLVIMS processes
  - 01-63/24 Jan 08 - AGE Operation, MX and Repair
  - 01-64/24 Jan 08 - Vehicle Inspections
  - 01-65/31 Jan 08 - Aircraft Delays
- Over and Above Initiatives: 4
  - Provided POTUS support by loaning and transporting 5 light carts on KCIA civilian side assisting in securing Air Force One. CAV also cleaned and staged backup stair case trucks with operators in case of primary equipment failure.
  - Coordinated with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical



shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.

- Passenger Services representatives provided training for and operated AGE heaters in the passenger tent until heater could be permanently repaired.
- Washed 463L pallets and provided new cargo straps for all human remains departing KCIA.

b. **Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - Coordinated and provided use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Provided 44 passenger bus and operator to 5 EAMS Safety Office for flightline training. Enabled training accomplishment of 30+ newly assigned Security Force and Force Protection personnel in a single shot.
  - Provides slides and briefing for weekly 5 EAMS staff meeting. Attends 387 AEG weekly staff meeting to foster teamwork with support unit.

c. **Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

d. Overall Comments and Evaluation

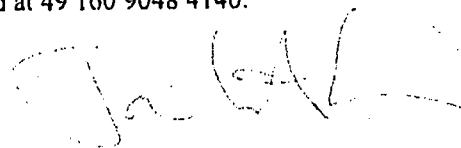
Rating: Satisfactory

As noted above, there was 1 CDR and 11 discrepancies observed this month while CAV executed the movement of almost 11,000 short tons and over 58,000 passengers on nearly 1,500 aircraft. These efforts did not go unnoticed as Gen Lichte, AMC/CC recognized CAV personnel for their extraordinary efforts. Lt Gen North relayed the same message, and "coined" a CAV employee for his contributions.

The CDR was administered for 4 CAV attributable delays during this period. The 11 discrepancies noted were primarily in the Vehicle Maintenance and AMCC areas.

The overall performance rating is Satisfactory for the month of January 2008.

2. Please direct any questions to the undersigned at 49 160 9048 4140.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

7 March 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 29 February 2008.

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: None
- Observed Discrepancies: 6 observed discrepancies were identified in February.
  - 02-11/8 Feb 08 - Vehicle Inspections
  - 02-12/8 Feb 08 - Cargo Processing
  - 02-29/21 Feb 08 - Terminating Cargo
  - 02-36/26 Feb 08 - AGE Inspections
  - 02-40/28 Feb 08 - Load Planning
  - 02-60/28 Feb 08 - Aircraft Delay
- Over and Above Initiatives: 3
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
  - Relocated 5 "Texas" barriers from the vehicle maintenance area to ECP 4 reinforcing force protection measures and increasing workspace in Hanger 4.
  - Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.

b. **Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Meets weekly with COR to discuss operations and status updates; facilitates open communication and strengthens rapport.
  - Provides slides and briefing for weekly 5 EAMS staff meeting. Attends 387 AEG weekly staff meeting to foster teamwork with support unit.
  - Partners with COR to validate Monthly Supply Due Out Listing eliminating erroneous orders and preventing wasted spending. Validated 8 orders that were either already received or no longer needed worth over \$10,000.
  - Station Manager attended CENTCOM Aerial Port Conference enlightening attendees on unique mission and site restrictions.
  - Operations and Passenger Service Managers attended meeting to aid the MOA rewrite for remote processing and streamlining passenger processing for 4 different organizations.
- Comments: None

c. **Management of Key Personnel**

**Rating: N/A**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

d. Overall Comments and Evaluation

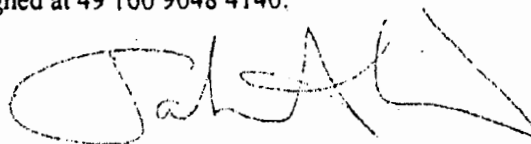
Rating: Very Good

As noted above, there were only 6 discrepancies observed this month while CAV executed the movement of 9,178 tons of vital war fighting equipment and 46,329 passengers on 1,246 missions. The 6 discrepancies noted were evenly distributed throughout the operation. CAV reported 3 accidents, one of which resulted in personal injury requiring quarters and rest for the member. When a C5 transporting 31 passengers was hard broke for over 24 hours, passenger terminal representatives selflessly made food runs and lodging arrangements for the members. They were lauded by the troop commander for extraordinary customer support which has become "status quo" for that section.

CAV is consistently improving operationally as evidenced by the decreased number of attributable delays from 4 last month, to 1 this month. Additionally, the number of discrepancies significantly decreased showing a trend for improving performance.

The overall performance rating is Very Good for the month of February 2008.

2. Please direct any questions to the undersigned at 49 160 9048 4140.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

10 April 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 March 2008:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 2
  - Exceeded threshold for SDS Performance Objective (PO) 6: HAZMAT Inspection/Processing
    - Ref: CDR 200803-01
  - Exceeded threshold for SDS Performance Objective (PO) 2: Accident/Incident Reporting
    - Ref: CDR 200803-02
- Observed Discrepancies: 5 observed discrepancies were identified in March:
  - 03-02/3 Mar 08 - HAZMAT Inspection/Processing
  - 03-28/21 Mar 08 - Cargo Processing
  - 03-37/27 Mar 08 - Cargo Processing
  - 03-60/4 Mar 08 - Aircraft Delay
  - 03-61/16 Mar 08 - Aircraft Delay
- Over and Above Initiatives: 5
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
  - Rendered medical attention to TCN truck driver with chest pains. Escorted victim to the shade, provided water and gathered pertinent information for responding medical team.

- Provided forklift support to 387 ESFS to adjust swing arm gate at Search Pit on two separate occasions.

- Created and provided pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.

- Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.

**b. Business Relations**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Meets weekly with COR to discuss operations and status updates; facilitates open communication and strengthens rapport.
  - Provides slides and briefing for weekly 5 EAMS staff meeting. Attends 387 AEG weekly staff meeting to foster teamwork with support unit.
  - Pax manager attended off site visit to Salem AB and I.SA to inquire on mishandled baggage procedures.
  - Hosted 2 meetings during the month for cargo volume throughput. One for CRSP/CDDOC personnel inquiring on TP4 procedures and one for UPS carriers inquiring on Tender operations.
- Comments: None

**c. Management of Key Personnel**

**Rating:** N/A

- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. **Overall Comments and Evaluation**

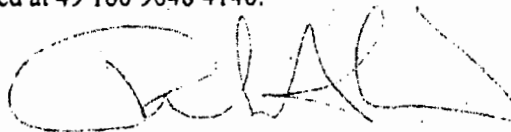
**Rating:** Satisfactory

During March, there were 2 CDR's issued and 5 discrepancies observed while CAV executed the movement of 12,795 tons of vital war fighting equipment and 65,425 passengers on 1,573 missions. The 2 CDR's were for exceeding the 100% accuracy threshold for processing hazardous materials and for not reporting vehicle incidents/accidents as required. The 5 discrepancies noted were evenly distributed throughout the operation. CAV had one employee score a perfect 100% on his HAZMAT inspector refresher correspondence course and was "coined" by the 5 EAMS Commander for this accomplishment.

CAV was involved in 8 accidents/incidents, one of which resulted in damage to several MRAPs and a 60K Tunner. A letter of concern was issued to CAV as a result of the MRAP incident and resulted in an AMC Safety Investigation Board being tasked to investigate. In recent months CAV has shown a trend for safety infractions and is in the process of doing a top down review of their safety practices.

The overall performance rating is Satisfactory for the month of March 2008.

2. Please direct any questions to the undersigned at 49 160 9048 4140.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer





DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 May 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 30 April 2008:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 2
  - Exceeded threshold for SDS Performance Objective (PO) 6: HAZMAT Inspection/Processing
    - Ref: CDR 200804-01
  - Exceeded threshold for SDS Performance Objective (PO) 2: Accident/Incident Reporting
    - Ref: CDR 200804-02
- Observed Discrepancies: 14 observed discrepancies were identified in April:
  - 04-10/8 Apr 08 - AGE Inspections
  - 04-11/10 Apr 08 - Delay Remarks
  - 04-12/10 Apr 08 - CPAM
  - 04-15/14 Apr 08 - HAZMAT Inspection
  - 04-20/18 Apr 08 - AGE Appearance
  - 04-32/1 May 08 - 463L Asset Shipment
  - 04-60/7 Apr 08 - Aircraft Delay
  - 04-61/7 Apr 08 - Safety/Seatbelts
  - 04-62/8 Apr 08 - Aircraft Delays
  - 04-63/9 Apr 08 - Safety/Seatbelts
  - 04-64/12 Apr 08 - Safety/Seatbelts
  - 04-65/20 Apr 08 - Safety/Seatbelts
  - 04-67/16 Apr 08 - Aircraft Delay Remarks
  - 04-68/19 Apr 08 - Aircraft Delay
- Over and Above Initiatives: 5
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations.

Kept all agencies abreast of movement with daily movement reports specific to this vehicle.

- Took advantage of the vacant ATOC/AMCC area while new flooring was being installed, and voluntarily painted the office enhancing the space provided to them.
- Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.
- Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
- Rebuilt several multi-pallet cargo trains transiting this station. Cargo was improperly built and secured. Ensured cargo moved in a timely manner and did not occupy valuable highline space.

b. **Business Relations**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Meets weekly with COR to discuss operations and status updates; facilitates open communication and strengthens rapport.
  - Provides slides and briefing for weekly 5 EAMS staff meeting. Attends 387 AEG weekly staff meeting to foster teamwork with support unit.
  - Created sample Shipper Declarations for Dangerous Goods to assist users in correctly preparing common shipments.
  - Voluntarily exceeds the SOW by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.
- Comments: None

c. Management of Key Personnel

Rating: N/A

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. Overall Comments and Evaluation

Rating: Satisfactory

CAV moved 67,520 passengers and 14,079 short tons of cargo on 1,396 missions. CAV received 2 CDRs during this period. One was for accepting erroneous HAZMAT shipments and entering it into the airlift system that was not 100% accurate. The second was for allowing a vehicle that was involved in an accident during an upload to depart on an outbound aircraft before government officials were allowed to validate damage and not providing the written report within the required timeline.

CAV had 14 unacceptable surveillances for the month. The majority of the discrepancies were for not wearing seatbelts during the operation of MHE or CFE and aircraft delays. Additionally, CAV received a validated customer complaint regarding the AFCENT tender program. CAV did take appropriate corrective measures and the problem has been resolved. CAV personnel were involved in 1 accident which was telephonically reported in time but the written report was not delivered for 4 days resulting in CDR 200804-02 being issued.

CAV passenger service agents received 5 positive comments for outstanding customer support. This type of unparallel support has become standard operating procedure for the passenger terminal.

Although CAV received an increase of unacceptable surveillances and CDRs, they have offered and implemented significant corrective actions. The CAV station leadership is constantly involved in every aspect of the operation and has consistently proven to be an integral part of the installation and a champion for delivering cargo and pax to their destinations.

The overall performance rating is Satisfactory for the month of April 2008.

2. Please direct any questions to the undersigned at 49 160 9048 4140.

JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

9 June 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following is provided for your information or action regarding subject contract for 1 - 31 May 2008:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 1
  - Exceeded threshold for SDS Performance Objective (PO) 4: Planning, selecting and sequencing cargo.
    - Ref: CDR 200805-01
- Observed Discrepancies: 14 observed discrepancies were identified in April:
  - 05-05/5 May 08 - 8001 Report
  - 05-18/16 May 08 - Terminating Cargo Inventory
  - 05-21/20 May 08 - Scheduled MX report
  - 05-22/20 May 08 - Air Manifesting
  - 05-26/23 May 08 - HAZMAT labels
  - 05-27/25 May 08 - Schedule of Events
  - 05-28/26 May 08 - Load Pulling
  - 05-34/29 May 08 - AGE AFTO inspections
  - 05-60/3 May 08 - Aircraft Delay
  - 05-61/3 May 08 - Safety/Seatbelts
  - 05-62/17 May 08 - Unsafe Loading Conditions
  - 05-64/25 May 08 - Safety/Seatbelts
  - 05-65/27 May 08 - MHE Operations
  - 05-66/31 May 08 - Aircraft Delays
- Over and Above Initiatives: 7
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.

- Provided forklift support to assist Security Forces personnel reposition swing arm after being struck by a vehicle.

- Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.

- Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.

- Rebuilt several multi-pallet cargo trains transiting this station. Cargo was improperly built and secured. Ensured cargo was moved in a timely manner and did not occupy valuable highline space.

- Rectified several errant intransit HAZMAT shipments. Worked with originating stations to resolve issues so that cargo would be delivered to its customer.

- Realigned passenger tent reducing electrical hazards and minimizing bench rearrangement.

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None

- Other Observed Discrepancies: None

- Over and Above Initiatives: 6

- Hosted meeting with DDKS and CRSP to resolve cargo transportation issues.

- Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.

- Meets weekly with COR to discuss operations and status updates; facilitates open communication and strengthens rapport.

- Attends 5 EAMS and 387 AEG weekly staff meetings, fosters teamwork with both units.

- Coordinated with MRAP POC for immediate release of high priority support pallets.

- Voluntarily exceeds the SOW by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.

- Comments: None

c. Management of Key Personnel

Rating: N/A

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None
- Comments: None

d. Overall Comments and Evaluation

Rating: Satisfactory

CAV moved 55,104 passengers and 13,159 short tons of cargo on 1,226 missions. CAV received 1 CDR during this period for loading the wrong cargo on a mission that caused several legs of the mission to be lost. CAV also had 14 unacceptable surveillances with the majority of the discrepancies spread evenly throughout the PWS. CAV personnel were involved in 3 mishaps, none of which were reportable.

CAV management is consistently exhausting efforts to improve operationally as evidenced by the reduction in the number of attributable delays for 2 consecutive months. Greater emphasis needs to be shown on the care and upkeep of Government provided MHE.

The overall performance rating is Satisfactory for the month of May 2008.

2. Please direct questions to the undersigned at 49 160 9048 4140.



JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND (AMC)

14 July 2008

MEMORANDUM FOR CAV INTERNATIONAL

FROM: OL-R, AMC AOS/A3K

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1 - 30 June 2008:

a. Quality of Product/Service

Rating: Marginal

- Critical Discrepancies: 4
  - Exceeded threshold for SDS Performance Objective (PO) 6: Inspection, processing, and movement of hazardous material.
    - Ref: CDR 200806-01
  - Failed to safeguard Government Provided Equipment: Lost 2 Land Mobile Radios valued at \$8,800
    - Ref: CDR 200806-02
  - Exceeded threshold for SDS Performance Objective (PO) 1: Facilitate on-time departure.
    - Ref: CDR 200806-03
  - Exceeded threshold for SDS Performance Objective (PO) 10: Operate, maintain and repair all MHE and AGE.
    - Ref: CDR 200806-04
- Observed Discrepancies: 18 observed discrepancies were identified in Jun:
  - 06-01/2 Jun 08 - HAZMAT Compatability
  - 06-02/2 Jun 08 - MHE Inspections
  - 06-08/5 Jun 08 - Receiving cargo
  - 06-11/9 Jun 08 - Load Sequence
  - 06-21/13 Jun 08 - HAZMAT
  - 06-26/17 Jun 08 - Parking Plan Updates
  - 06-38/25 Jun 08 - Aircraft Loading
  - 06-40/26 Jun 08 - AGE AFTO inspections
  - 06-42/30 Jun 08 - MHE Inspections

- 06-60/5 Jun 08 - Aircraft Delay
- 06-61/13 Jun 08 - Aircraft Delay
- 06-62/16 Jun 08 - Aircraft Delay
- 06-63/24 Jun 08 - Aircraft Delay
- 06-64/26 Jun 08 - Moving equip involved in mishap
- 06-70/7 Jun 08 - AGE Repair
- 06-72/7 Jun 08 - AFTO Inspections
- 06-75/7 Jun 08 - MHE Benchstock
- 06-76/7 Jun 08 - MHE Work Orders

- Over and Above Initiatives: 4

- When the Theater Mortuary Evacuation Point vehicle broke, CAV expeditiously provided vehicles to transfer HRs for an outbound upload.
- Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at down line stations, and Ramstein Passenger Terminal amenities during layover period.
- Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
- Passenger Service Representatives voluntarily repaired pax benches and supplies emergency feminine hygiene products to transient passengers.

b. **Business Relations**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - Attended Carrier Rep meeting to address issues and harmonize passenger movement missions.
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Voluntarily exceeds the SOW by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.



c. Management of Key Personnel

Rating: N/A

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: None

d. Overall Comments and Evaluation

Rating: Marginal

CAV moved a total of 51,291 passengers and 12,825 short tons of cargo on 1,334 missions. CAV received 4 CDRs this month. The first CDR was issued for accepting HAZMAT that did not meet the required distance separation. The second CDR was issued for losing 2 GFE LMRs valued at \$8,800. The third CDR was issued for aircraft delays, and the fourth CDR was issued for exceeding the threshold in the vehicle maintenance area. Additionally, CAV had 18 unacceptable surveillances with the majority of the discrepancies in MHE and AGE Maintenance area. CAV personnel were involved in 3 mishaps, none of which were reportable.

During the month, the contractor has shown a significant decline in their ability to operate and maintain Government Furnished Equipment as evidenced by the 10 nonconformance's identified. CAV had repeat violations in the Special Handling section for accepting erroneous hazardous materials for airlift.

The government is concerned with the contractor's failure to properly maintain Government Furnished Equipment, the movement of hazardous materials and the Special Handling area. The government's concerns were previously addressed in June at the last Kuwait Partnership meeting. The corrective actions identified by the contractor do not seem to be effective in meeting the requirements of the contract.

The overall performance rating is Marginal for the month of June 2008.

2. Please direct questions to the undersigned at 49 160 9048 4140.

// SIGNED//  
JAKE ALVERSON, 1Lt, USAF  
Contracting Officer



UNITED STATES TRANSPORTATION COMMAND  
508 SCOTT DR  
SCOTT AIR FORCE BASE IL 62225-5357

26 AUG 08

MEMORANDUM FOR CAV INTERNATIONAL

FROM: USTRANSCOM/TCAQ-S

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Air Terminal and Ground Handling Services at Kuwait International Airport, Kuwait

1. The following information is provided for your information or action regarding subject contract for 1 - 31 July 2008:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: None
- Observed Discrepancies: 17 observed discrepancies were identified in July
  - 07-06/3 Jul 08 - Plan and Inspect Cargo Load
  - 07-15/9 Jul 08 - Aircraft Loading
  - 07-18/11 Jul 08 - Delay Notification
  - 07-19/12 Jul 08 - Passenger Services
  - 07-20/14 Jul 08 - AFTO Inspections
  - 07-21/14 Jul 08 - Aircraft Marshalling
  - 07-22/15 Jul 08 - Validate Load Plans
  - 07-24/16 Jul 08 - Passenger Services
  - 07-25/16 Jul 08 - Aircraft Loading
  - 07-38/25 Jul 08 - AGE AFTO
  - 07-60/1 Jul 08 - MHE Inspections
  - 07-61/4 Jul08 - Aircraft Delay
  - 07-62/11 Jul 08 - Special Category Privileges
  - 07-63/13 Jul 08 - Unsecured Registered Mail
  - 07-64/14 Jul 08 - Unsecured Registered Mail
  - 07-65/19 Jul 08 - Aircraft Delay
  - 07-66/20 Jul 08 - Aircraft Delay

- Over and Above Initiatives: 6
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
  - Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.
  - Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
  - Rebuilt several multi-pallet cargo trains transiting this station. Cargo was improperly built and secured. Ensure cargo moved in a timely manner and did not occupy valuable highline space.
  - Hand delivered baggage tags to remote processing location at LSA to ensure all checked baggage for the Rotator arrived at the APOD with appropriate destination tags.
  - Passenger Services acquired Meal Ready to Eat (MRE) for 100 outbound Coalition passengers moving on a C-17. Task Force Gator did not provide meals for their redeployment flight.

**b. Business Relations**

**Rating: Very Good**


- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 7
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Meets weekly with COR to discuss operations and status updates; facilitates open communication and strengthens rapport.

- Attends 5 EAMS and 387 AEG weekly staff meetings, fosters teamwork with both units.
- Coordinated with MRAP POC for immediate release of high priority support pallets.
- Voluntarily exceeds the PWS by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.
- Met with Defense Distribution Depot Kuwait, Southwest Asia (DDKS) to discuss the establishment of GATES at their location. Provided inputs to enhance their process and ensured pallets are capped out prior to being called forward.
- Met with Theater Consolidation and Shipping Point (TCSP) at Camp Arifjan to discuss cargo shipping issues. Meeting focused on lack of visibility of hazardous cargo on pallets, separation of hazardous cargo on pallets, calling forward out-sized cargo, and process to deliver cargo movement documentation to APOD

**c. Overall Comments**

CAV executed the movement of 19,567 tons of vital war fighting equipment and 45,311 passengers on 1,321 missions. Several mishaps were reported this period, including some involving personnel injury or equipment damage. While not all were attributable to CAV, a letter was sent requesting they address overall safety before it becomes a negative trend. CAV station leadership continues to be constantly involved in every aspect of the operation.

2. Please direct any questions to Tamara Schuette or the undersigned at 618-229-4454.

  
 JOYCE PAVLAK  
 Contracting Officer



UNITED STATES TRANSPORTATION COMMAND  
508 SCOTT DR  
SCOTT AIR FORCE BASE IL 62225-5357

11 Sep 08

MEMORANDUM FOR CAV INTERNATIONAL

FROM: USTRANSCOM/TCAQ-S

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Air Terminal and Ground Handling Services at Kuwait International Airport, Kuwait

1. The following information is provided for your information or action regarding subject contract for 1 - 31 August 2008:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 1
  - Exceeded threshold for SDS Performance Objective (PO) 6: Inspection, processing, and movement of hazardous material..
    - Ref: CDR 200808-01
- Observed Discrepancies: 8 observed discrepancies were identified in August.
  - 08-11/7 Aug 08 - MHE Inspections and Appearance
  - 08-45/29 Aug 08 - Transient Alert
  - 08-46/29 Aug 08 - HAZMAT Inspection
  - 08-60/14 Aug 08 - ALLOAD Messages
  - 08-61/18 Aug 08 - Aircraft Delay
  - 08-62/25 Aug 08 - Cargo Selection
  - 08-63/9 Aug 08 - Non SDS/Safety
  - 08-64/29 Aug 08 - Unsecured Registered Mail/Signature Service
- Over and Above Initiatives: 3
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
  - Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.

- o Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.

**b. Business Relations**


**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - o CAV's maintenance supervisor voluntarily escorted the AFCENT WRM team to inventory GFE assigned to station, and validated R14 listing.
  - o Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - o Voluntarily exceeds the PWS by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.

**c. Overall Comments**

CAV executed the movement of 9,656 tons of vital war fighting equipment and 52,804 passengers on 1,027 missions. All surveillances noted were evenly distributed throughout the operation.

2. Please direct questions to the undersigned at 618-229-2460.

  
JOYCE PAVLAK  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
DETACHMENT 2, 521 AMOG (AMC)

15 Oct 08

MEMORANDUM FOR CAV INTERNATIONAL

FROM: USTRANSCOM/TCAQ-ST

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Air Terminal and Ground Handling Services at Kuwait International Airport, Kuwait

I. The following information is provided for your information or action regarding subject contract for 1 - 30 September 2008:

a. Quality of Product/Service

Rating: Marginal

- Critical Discrepancies: 4
  - Failed to report accident/mishap involving MHE/Safety: Cost of damages to a 60K Tunnor Loader was \$1,387.81
    - Ref: CDR 200809-01
  - Exceeded threshold for SDS Performance Objective (PO) 6: Inspection, processing, and movement of hazardous material
    - Ref: CDR 200809-02
  - Failed to safeguard Government Provided Equipment: Lost 1 Land Mobile Radios valued at \$4,400
    - Ref: CDR 200809-03
  - Exceeded threshold for SDS Performance Objective (PO) 10: Operate, Maintain, and repair all MHE and AGE
    - Ref: CDR 200809-04
- Observed Discrepancies: 16 observed discrepancies with 22 non-conformances were identified in September.
  - 09-01/1 Sep 08 - Cargo Selection
  - 09-02/2 Sep 08 - Transient Alert
  - 09-13/8 Sep 08 - AGE
  - 09-16/9 Sep 08 - Hazmat Inspection
  - 09-21/11 Sep 08 - Parts Tracking
  - 09-24/15 Sep 08 - K-Loader Usage
  - 09-25/15 Sep 08 - Weekly AGE Report
  - 09-28/17 Sep 08 - Hazmat Inspection
  - 09-30/19 Sep 08 - Records Disposition

- 09-31/19 Sep 08 - Tow/pushback
  - 09-60/1 Sep 08 - AMC 77
  - 09-61/2 Sep 08 - Aircraft Loading
  - 09-62/3 Sep 08 - Pushbacks
  - 09-70/22 Sep 08 – AGE (7 non-conformances)
  - 09-72/22 Sep 08 – MHE (2 non-conformances)
- Over and Above Initiatives: 5
    - Aircraft Services and Passenger Terminal personnel voluntarily setup GOV procured benches. They labored through the night to ensure the passenger tent and terminal was ready to receive diverted passengers during several days of sandstorms.
    - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of movement with daily movement reports specific to this vehicle.
    - Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.
    - Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
    - Vehicle Maintenance rotated several 60K tires, extending the life of the tire and saving the GOV money.

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - Passenger Service representatives drove to Life Support Agency located on Al Salem AB, Kuwait to retrieve passenger bags erroneously left aboard the terminating mission by the previous station.
  - Provided forklift support to COMM personnel for delivery of ADPE shipment.



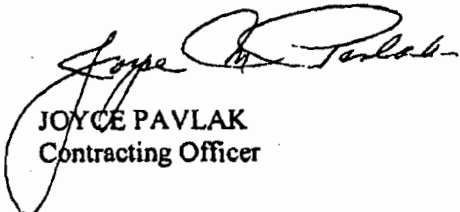
- o Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
- o Continues to voluntarily exceed the SOW by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.

**c. Overall Comments**

CAV executed the movement of 9,174 tons of vital war fighting equipment and 65,082 passengers on 1,209 missions.

CAV site managers are highly engaged with every aspect of the operation and safety concerns are a top priority. The managers are consistently patrolling the flightline attempting to mitigate any unsafe act. When a safety incident does occur, they handle it with the utmost urgency. Additionally, during a recent AMC/A4RV visit the MHE fleet was specifically mentioned for the significant improvement in the care Ramp Services personnel had invested into the equipment.

2. Please direct questions to the undersigned at 618-229-2460.



JOYCE PAVLAK  
Contracting Officer



UNITED STATES TRANSPORTATION COMMAND  
508 SCOTT DR  
SCOTT AIR FORCE BASE IL 62225-5357

21 Nov 2008

MEMORANDUM FOR CAV INTERNATIONAL  
3455 BRIAR GATE BLVD, STE 203  
COLORADO SPRINGS, CO 80920-5114

FROM: OL-R AMC AOS/A3K  
UNIT 3307  
APO AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Air Terminal and Ground Handling Services at Kuwait International Airport, Kuwait

1. The following information is provided for your information or action regarding subject contract for 1 - 31 October 2008:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 2
  - **Failed to perform Aircraft Services:** Improper loading caused aircraft damage causing aircraft to remain overnight. A C-17 was re-cut to transport 4 Human Remains (HIR) originally planned to move on damaged aircraft.
    - Ref: CDR 200810-01
  - **Failed to perform Aircraft Ground Services:** Transit Alert (TA) escorted taxiing aircraft's wing over a parked vehicle.
    - Ref: CDR 200810-02
- Observed Discrepancies: 19 observed discrepancies were identified in October.
  - 10-01/2 Oct 08 - Passenger Service
  - 10-04/6 Oct 08 - Operate, Maintain and repair AGE
  - 10-05/6 Oct 08 - Transient Alert
  - 10-24/17 Oct 08 - 77 Review
  - 10-25/20 Oct 08 - Cargo Selection
  - 10-26/20 Oct 08 - Hazmat Inspection
  - 10-27/20 Oct 08 - Aircraft Download
  - 10-28/21 Oct 08 - Passenger Service
  - 10-43/30 Oct 08 - Delay Code
  - 10-60/1 Oct 08 - Facilitate On Time Departure
  - 10-61/4 Oct 08 - Facilitate On Time Departure

- 10-62/6 Oct 08 - Facilitate On Time Departure
- 10-63/13 Oct 08 - Spotting Procedures
- 10-64/17 Oct 08 - Facilitate On Time Departure
- 10-65/17 Oct 08 - Facilitate On Time Departure
- 10-66/24 Oct 08 - Transient Alert
- 10-67/25 Oct 08 - Safety/Seat Belt Use
- 10-68/27 Oct 08 - Pax Briefing/Safety
- 10-69/30 Oct 08 - Facilitate On Time Departure
- Over and Above Initiatives: 6
  - Personnel disassembled old government-owned loading ramps after new loading ramps were received.
  - Continues "call forward" emails to various activities informing them of how many MRAPs or TP4 pallets could be brought to the APOD. This process helps reduce a myriad of phone calls and lengthy coordination.
  - Continues to provide pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period.
  - Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
  - Using GTN reports and comparing to GATES on hand report, identified system discrepancies showing cargo on hand at KWI that was actually gone. Lauded by CDDOC for efforts to clean up database.
  - Tracked down two separate Army units who left behind keys, weapons racks, and a unit guidon after passengers had departed OKBK.

b. Business Relations

Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4

- Continued to provide PPR Schedule to Force Protection activity and explained how to interpret it to help them schedule military working dogs in support of flight operations.
  - Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - Voluntarily exceeds the SOW by contacting the Chaplain's staff providing updates pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.
  - Initiated/Led a meeting with CDDOC leadership concerning truck tender problems and impact on flightline operations.
- Comments: None

c. **Overall Comments**

CAV managed the movement of 44,473 passengers, 6,671 tons of cargo on 1,648 missions this month. There were a total of two non-reportable accidents for the month of October. CAV managers are aware of all aspects of the operation and safety remains a priority of CAV leadership. Additionally, during the month AMC/AFCENT Risk Assessment Team visited Kuwait and found flightline cargo and passenger handling operations within standards. The team stated "CAV-I performs as well or better than other military units on the flight-line".

2. Please direct questions to the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA: CAPT, USAF  
 Contracting Officer



**DEPARTMENT OF THE AIR FORCE**

Operating Location-R. AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

7 December 2008

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1 - 30 November 2008:

a. Quality of Product/Service      Rating: Satisfactory

- Critical Discrepancies: 1
  - **Fail to perform Air Services and Air Mobility Control Center (AMCC):**  
Failure to properly stow tie down equipment resulted in a chain falling between the pallet rail and the catwalk which got caught under the wheel causing damage to the catwalk. The damage was identified by the COR well after the accident happened and was never reported.
    - Ref: CDR 200811-01
- Observed Discrepancies: 10 observed discrepancies were identified in November.
  - 11-09/8 Nov 08 - CPAM (7115)
  - 11-33/24 Nov 08 - Cargo Processing
  - 11-35/25 Nov 08 - Short Shipment
  - 11-38/27 Nov 08 - MHE Appearance
  - 11-60/8 Nov 08 - Facilitate On-time Departure
  - 11-61/10 Nov 08 - Facilitate On-time Departure
  - 11-62/11 Nov 08 - Research Delay Codes
  - 11-63/13 Nov 08 - 8001 Report
  - 11-64/25 Nov 08 - Mishap Reporting
  - 11-65/29 Nov 08 - Facilitate On-time Departure
- Over and Above Initiatives: 3
  - Continues to coordinate with 5 EAMS DO, Command Deployment and Distribution Operations Center (CDDOC) and Air Mobility Division (AMD) to expedite critical shipments of Mine Resistant Armored Protected (MRAP) to forward locations. Kept all agencies abreast of progress with daily movement reports specific to this vehicle.
  - Provides pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at down-line

stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.

- o Continues to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.

b. **Business Relations**


**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - o Submits issues associated with Tender carriers to AMD and COR to help identify problems and improve the new Tender process.
  - o Continues to coordinate and provide use of passenger terminal for a safe rendezvous point for inbound passengers arriving from commercial side of Kuwait International Airport to meet onward surface transportation. If this service wasn't available, passengers would be stranded for hours waiting for next shuttle to final destination.
  - o Voluntarily exceeds the SOW by contacting the Chaplain's staff providing continuous updates pertaining to an HR mission. Ensured pertinent personnel are kept abreast of latest information for this dignified ceremony.
- Comments: None

c. **Overall Comments and Evaluation**

CAV-I moved 820 aircraft this month carrying 49,709 passengers and 6973 tons of cargo. During this period they had five non-reportable accidents. Two for 60K damage, one for baggage conveyor malfunction that caused minor damage to an aircraft, one for dropping a pallet and one for a damaged radio. Recent accidents might raise some safety concerns despite the high ops tempo, nonetheless, CAV-I management is actively working corrective actions and new processes to ensure proper procedures are followed and minimize safety mishaps.

2. Please direct questions to the under signed at 314-479-4215.

  
JOHN ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

9 January 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1 - 31 December 2008:

a. Quality of Product/Service

Rating:

- Critical Discrepancies: 0                      Exceptional
- Observed Discrepancies: 4 observed discrepancies were identified in December.
  - 12-02/2 Dec 08 – AGE Inspection
  - 12-27/18 Dec 08 – Cargo Inspection
  - 12-61/26 Dec 08 – Facilitate On-time Aircraft Departure
  - 12-41/29 Dec 08 – Transist Alert Services
- Over and Above Initiatives: 5
  - Personally procured supplies to provide coffee for coalition force DVs in the Special Category Lounge.
  - Provided pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at downline stations, and Ramstein Passenger Terminal amenities during layover period. Returned mishandled baggage to Kuwait International Airport.
  - Continued to wash 463L pallets and provide new cargo straps for all human remains departing OKBK honoring the fallen comrades with the respect they deserve.
  - Continued to rotate tires on 60K loaders extending tire life by approximately 30 days.
  - Dispatched passenger service personnel three times to civil side of the airport (about 20 miles) to pick up MRAP escorts dropped off by returning IL-76 missions.

b. Business Relations

Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None

- Over and Above Initiatives: 4

- Sent issues encountered with Tender carriers to the AMD and COR to identify problems and improve process.
- Worked out details with 386<sup>th</sup> ELRS at Ali Al Salem AB for quick release of critical C-130 parts. Saved at least a day versus sending parts through normal transportation process.
- Voluntarily exceeded the SOW by contacting the Chaplain's staff for every update pertaining to an HR mission. Ensured pertinent personnel were kept abreast of latest information for this dignified ceremony.
- Kept Army POC's apprised of mission arrivals with medical helicopters and acted as liaison for helicopter maintenance to ready six helicopters for check flights. A two day operational flow that ended up being a 10 day operation.

- Comments: None

**c. Overall Comments and Evaluation**

CAV-I performed well for the month of December. They had three unacceptable surveillances and no CDR's. There was one minor personal injury during the month as they moved 50,792 passengers, 10,304 tons of cargo on 844 missions. CAV-I was lauded several times during the month, the first coming from the Army Route Clearance who lauded them for rapidly accepting a high priority IED detection system and making it movement ready. They were also recognized by the Army's 54<sup>th</sup> Signal Battalion, stating "CAV displayed a level of customer service not seen from many organizations that we deal with on a daily basis," when they rapidly processed a communications shelter. Finally, the 387<sup>th</sup> AEG/CC recognized them for working with Japan Self Defense Force liaisons to provide additional ground handling for JASDF 747 that required overnight parking. He said CAV-I service and support had "...Ambassador level visibility."

2. Please direct questions to the undersigned at 314-479-4215.

  
JOHN E. ALFRED-OCKIYA, Capt, USAF  
Contracting Officer





DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

6 Feb 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

11. The following information is provided for your information or action regarding subject contract for 1 - 31 January 2009:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 1
  - **Fail to Maintain MHE:** Cab doors latches, flashers, speedometer and clearance light found inoperable. Steering mechanisms in need of repair/replacement on K-loaders all of which are safety issues.
    - Ref: CDR 200901-01
- Observed Discrepancies: 8 observed discrepancies were identified in January.
  - 01-07/6 Jan 09 – AMC Form 77
  - 01-10/8 Jan 09 – AGE
  - 01-12/9 Jan 09 – Frustrated Cargo
  - 01-14/10 Jan 09 – GDSS 2 Messages
  - 01-30/21 Jan 09 – Daily Mission Schedule
  - 01-60/2 Jan 09 – Faciliate On-Time Departure
  - 01-70/22 Jan 09 – AGE Operation, Maintenance and Repair
  - 01-71/22 Jan 09 – MHE Operation, Maintenance and Repair
- Over and Above Initiatives: 6
  - Continued support for HR ceremonies and shipments by washing pallets and ensuring clean tie down straps were secured for use.
  - Aircraft Services personnel avoided unnecessary over the road movement of a 25 foot trailer and a 53,000 lb bulldozer back to point of origin by stepping up and

resolving documentation and preparation errors. Also freed up trucks to move other cargo to the warfighter.

- Continued to provide pax information slide show for passengers awaiting transportation via the rotator. Slide show contained detailed arrival times, weather at down line stations, and Ramstein Passenger Terminal amenities during layover period.
- Provided immediate response and support in the wake of an AN-12 collapsed gear event. Manually de-palletized, offloaded and then re-palletized 21,000 lbs of cargo so the aircraft could be lifted off the parking ramp and to expedite cargo movement. Coordinated between the Aircraft Company and National Aviation Services (NAS). Provided wing walkers and spotters during the precarious movement of the aircraft to a repair area. Also, provided critical workload information for DIRMBOFOR and AFCENT commanders to assess the need for "grey tail" support pending possible ban on Russian aircraft.
- Teamed with 387 AEG protocol and CCE to provide the latest flight and parking information on DVs.
- Without advanced coordination and instead of rejecting 21 pieces of rolling stock, CAV made room by removing the dunnage in the pallet grid yard. The rolling stock was incorrectly documented and was not weighed so CAV had to work extensively with the shipper to correct the documents and accurately weigh and mark the vehicles for air shipment.

**b. Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
- Continued to include agencies outside PWS requirements on HR notifications, including the Chaplin's staff. Supervisors and controllers provided all agencies additional email updates and cell phone calls to key individuals on AAMAB.
- Worked with 387 ESPTS/CE to mitigate operations impact associated with upcoming parking ramp repair. Ops manager lauded for his in-depth analysis and comprehensive input to mitigate the impact as well as bolster host nation relations by lessening the impact on their L-100 operations.

- Offered to use their forklifts to relocate the "barrier gate" on the back side of the maintenance ramp to streamline cargo flow from NAC holding area to the flight line. This eliminated two 180-degree turns and mitigated safety risks.
- Repositioned approximately 40 pieces of AGE from the maintenance ramp as well as rearranged over 1,000 tons of cargo in the north grid yard to accommodate the AGE. All in order to support arriving Gulf nation aircraft for the Gulf Cooperative Council conference in Kuwait.
- On three separate occasions, loaded critical Tunner parts weighing in excess of 1,000 pounds, including a 250-lb radiator and 400-pound hydraulic tank, in own company vehicles vs. waiting on supply trucks. One shipment had been left at Camp Arifjan for over 6 weeks until CAV retrieved the parts themselves loaded them into vehicles and returned to the base.

- Comments: None

c. Overall Comments and Evaluation

January was a good month full of accomplishment for CAV. They moved 61,871 passengers, 11,571 tons of cargo on 420 missions. They had their quarterly AGE/MHE inspection, and while it garnered a CDR CAV left the team with the overall impression of "things have greatly improved." January was a busy month for CAV and it should be highly noted that they had no mishaps or injuries. CAV was lauded for their response and after actions when an AN-12 landing collapse on the parking ramp. They were extremely proactive when working with shippers to fix errors and expedite cargo movement on several occasions. In addition, CAV made several trips to Camp Arifjan to retrieve 60K Tunner parts to advance 60K in-commission rates.

2. Please direct questions to the undersigned at 314-479-4215.

  
JOHN E. ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

9 March 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1 - 28 February 2009:

a. Quality of Product/Service

Rating: Very Good

- Observed Discrepancies: 5 observed discrepancies were identified in February.
  - 02-05/4 Feb 09 -- IIR Messages
  - 02-11/7 Feb 09 -- In bound cargo manifest
  - 02-14/10 Feb 09 -- AGE
  - 02-28/23 Feb 09 -- AMC form 1015
  - 02-37/28 Feb 09 -- SIDDG
- Over and Above Initiatives: 4
  - Continued support for IIR ceremonies and shipments by washing pallets and ensuring clean tie down straps were secured for use.
  - Continued to provide PPR Schedule to outside units such as Force Protection and Base Defense Operations Center (BDOC) to enhance their escort visibility in support of flight operations.
  - Lauded by Theater Aviation Maintenance Program (TAMP) Kuwait leadership for in-depth support of special movement of 8 UH-60 helicopters to be assembled and tested in Iraq.
  - Expedited Mission Capable (MICAP) part destined to Ali Al Salem Air Base. TACC routed a piece of MICAP through KWI to a downrange location only to ship it back to Ali Al Salem. Tanker/Airlift Control Center (TACC) refused CAV's request to let them quick release the MICAP to 5 EAMS/MXF and have

them deliver the piece to 5 EAMS/OI-B. CAV was persistent, contacted the 5 EAMS DO, who finally convinced TACC to cooperate with CAV. End result, part arrived 10-12 hours ahead of schedule.

**b. Business Relations**

**Rating:** Very Good


- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 6
  - Sent AMD and COR self-initiated Tender Issue reports to identify procedural and safety issues regarding truck tender missions. Report is used to document improprieties of ground and aircrew miscues or disregard for rules and regulations.
  - Continued to include agencies outside SOW requirements in HR notifications, including the Chaplin's staff. Supervisors and Controllers provided both email updates and cell phone calls to key individuals on AMAB.
  - Prepared AMC MICAP for shipment. Generated paperwork and provided box, shipping label for a package of gaskets that were handed to them. Afterwards, built a continuity book for 5 EAMS/MXP.
  - On several occasions, loaded critical Tunner and Halvorsen parts weighing over 700 pounds versus waiting for supply trucks. Returned vehicles to service days earlier.
  - Conducted several meetings with British Embassy Diplomatic Clearance section to coordinate upcoming redeployment of British forces.
  - Provided Explosives Clearance Training to new members of Office of Military Cooperation-Kuwait (USDAO).
- Comments: None

**c. Overall Comments and Evaluation**

The month of February proved to be very successful. There were no reportable accidents while moving 47,986 passengers, 8,932 tons of cargo on 752 missions. The diligence portrayed by management and supervisors on stressing safety was apparent. CAV demonstrated they are highly pro-active in the movement of cargo and working with other units in preparing their cargo. The 5 EAMS DO made it a point to give CAV kudos

for their persistence at moving AMC MICAP. CAV had five unacceptable surveillances and ten over and above initiatives capping a month of accomplishment and resulting in an overall 'very good' rating for the month.

2. Please direct questions to the undersigned at 314-479-4215.

  
JOHN E. ALFRED-OCKYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

9 April 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 March 2009:

a. Quality of Product/Service      Rating: Very Good

- Critical Discrepancies: None
- Observed Discrepancies: 9 observed discrepancies were identified in February.
  - 03-24/16 Mar 09 – Facilitate On-time Departure
  - 03-25/17 Mar 09 – AGE
  - 03-29/19 Mar 09 – Inbound Cargo Processing
  - 03-38/25 Mar 09 – Push Back
  - 03-42/27 Mar 09 – Chocking
  - 03-47/31 Mar 09 – 60K Inspection
  - 03-60/5 Mar 09 -- Facilitate On-time Departure
  - 03-61/25 Mar 09 – Safety/Scatbelt Use
  - 03-62/28 Mar 09 – Spotting Procedures
- Over and Above Initiatives: 5
  - Continued support for HR ceremonies and shipments by washing pallets and ensuring clean tie down straps were available for use.
  - Continued to provide PPR Schedule to outside units such as Force Protection and the Base Defense Operations Center to enhance their escort visibility in support of flight operations.
  - After working out the details with Delta Airlines, a CAV member signed for an R&R passenger's bags after they were accidently forwarded to Kuwait via the

commercial airport. They then drove to Ali Al Salem AB to deliver the bags for onward movement via military air.

- Weighed and marked several outsized cargo shipments for users that did not have the required skill sets to perform shipper's requirements.
- Drove to Ali Al Salem to pick up some bags that the Ramstein passenger terminal had determined were sitting there but could not get the cooperation needed from the personnel who handle lost bags to move them forward. Upon arrival the CAV employee located two bags and brought them back for transportation back to Ramstein.

**b. Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - Continue to send AMD and COR self-initiated Tender Issue reports to identify procedural and safety issues regarding truck tender missions. Report is used to document improprieties of contractor ground and aircrew who disregard rules and regulations.
  - Continued to include agencies outside SOW requirements in HR notifications, including the Chaplin's staff. Supervisors and AMCC Controllers provided additional email and cell phone updates to key individuals on AAMAB.
  - Met with French representatives to discuss upcoming missions (April 09) participating in an exercise with the Kuwaiti Air Force. Also supported two missions by downloading cargo, passengers and baggage. Provided transportation and C2 support.
  - CAV drove off base to meet two Australian military members that were lost trying to find the base to retrieve a first aid kit they had left behind. Helped them in locating the installation and delivered the first aid kit.
  - Assisted the US Embassy with passenger transport. Embassy personnel arrived to pick up 2 inbound passengers, however 3 additional passengers showed and the Embassy's vehicle could not accommodate all 5 individuals with their luggage. CAV volunteered to transport the additional three passengers to the commercial side where they were able to make their departure from KCIA.




- Comments: None

**c. Overall Comments and Evaluation**

CAV continues to excel at moving cargo and passengers; 53,920 passengers, 12,938 tons of cargo on 880 missions during March. CAV actively works with other agencies to solidify processes in order to enhance cargo flow. Despite the operations tempo there were only a few safety discrepancies however, CAV managers work diligently to stress safety awareness and correct safety issues. There were two mishaps reported during March, one personal injury and the second for leaking hazardous material during aircraft loading. The forklift driver (CAV employee) was commended by the local safety office for his quick reaction to quickly move the cargo away from the aircraft preventing the possibility for additional damage

2. Please direct questions to the undersigned at 314-479-4215.

  
JOHN E. ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



UNITED STATES TRANSPORTATION COMMAND  
508 SCOTT DR  
SCOTT AIR FORCE BASE IL 62225-5357

6 May 2009

MEMORANDUM FOR CAV INTERNATIONAL  
3455 BRIAR GATE BLVD, STE 203  
COLORADO SPRINGS, CO 80920-5114

FROM: OL-R AMC AOS/A3K  
UNIT 3307  
APO AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Air Terminal and Ground Handling Services at Kuwait International Airport, Kuwait

1. The following information is provided for your information or action regarding subject contract for 1-30 April 2009:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: None
- Observed Discrepancies: 3 observed discrepancies were identified in April.
  - 04-38/27 Apr 09 – PPR requests
  - 04-40/28 Apr 09 – Chocking
  - 04-60/04 Apr 09 – Cargo Cleanliness
- Over and Above Initiatives: 3
  - Continued support for HR ceremonies and shipments by washing pallets and ensuring clean tie down straps were available for use.
  - Continued to provide PPR Schedule to outside units such as Force Protection and the Base Defense Operations Center to enhance their escort visibility in support of flight operations.
  - Vehicle Maintenance continued to rotate tires on Tunner loaders. Actions extended the life of tires by approximately 30 days.

b. Business Relations

Rating: Very Good

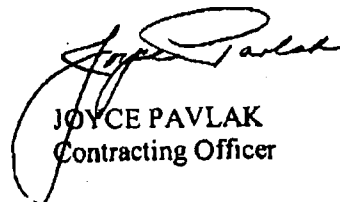
- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - Continue to send AMD and COR self-initiated Tender Issue reports to identify procedural and safety issues regarding truck tender missions. Report is used to document improprieties of contractor ground representatives and aircrew who continue to disregard rules and regulations.
  - Continued to include agencies outside PWS requirements in HR notifications to include the Chaplin's staff. Supervisors and AMCC Controllers provided additional email and cell phone updates to key individuals on AAMAB.
  - Received a special note of appreciation from DLA's Disposal Services Directorate for their efforts in moving a trailer-mounted general purpose shredding machine that DLA had been trying to move for over a year. DLA recognized CAV as being "extremely helpful and patient" and for "showing their expertise."
- Comments: None

c. **Overall Comments and Evaluation**

CAV moved 52,380 passengers, 14,605 tons of cargo on 909 missions. There was only one mishap resulting from a broken 60K mirror that clipped the edge of a towable step truck. CAV management worked diligently on stressing safety issues including refresher training on spotting and chocking.

2. Please direct questions to the undersigned at 618-229-2460.

  
 JOYCE PAVLAK  
 Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

8 Jun 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 May 2009:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 1
  - Fail to manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization: Two PPR slots times were denied by AMCC for a CAV directed ramp closure (Safety Stand Down) with no coordination though the COR, OL-R, 5 EAMS/CC, TACC or USTRANSCOM.
    - Ref: CDR 200905-01
- Observed Discrepancies: 12 observed discrepancies were identified in May.
  - 05-03/02 May 09 – GDSS Entry Times
  - 05-07/06 May 09 – MIE
  - 05-12/09 May 09 – AGE Report
  - 05-13/11 May 09 – Passenger Processing
  - 05-22/19 May 09 – OPREP
  - 05-38/27 May 09 – 8001 Report
  - 05-40/28 May 09 – TA Follow Me
  - 05-60/21 May 09 – Facilitate On-Time Departure
  - 05-61/26 May 09 – Tunner Deck Extension Use
  - 05-63/29 May 09 – Facilitate On-Time Departure
  - 05-64/30 May 09 – Research Delays
  - 05-65/30 May 09 – PPR Procedures
- Over and Above Initiatives: 3
  - Continued support for HR ceremonies and shipments by washing pallets and ensuring clean tie down straps were available for use.

- Two CAV load team members extinguished a vehicle fire onboard a C-5 aircraft. The quick reactions of CAV personnel saved damage to a multi-million dollar asset.
- Provided assistance and guidance to the Air Force Personnel and KBR/DynCorp. During the recent Eastern Falcon redeployment CAV worked with all parties to ensure cargo was correctly prepared for air shipment. Helped KBR/DynCorp with their processes within the ADACG.

**b. Business Relations**

**Rating:** Satisfactory

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - Continued to include agencies outside SOW requirements in HR notifications, including the Chaplin's staff. Supervisors and AMCC Controllers provided additional email and cell phone updates to key individuals on AAMAB.
  - Continued to send PPR schedules to BDOC and Force Protection to enhance their escort visibility and scheduling military working dogs in support of flight operations.
  - Instituted a monthly "Safety Stand Down" day the beginning of every month.
- Comments: None

**c. Overall Comments and Evaluation**

CAV moved 52,184 passengers, 8,598 tons of cargo on 795 missions in the month. CAV continuously works to improve operations and increase safety awareness. A CAV passenger service agent received 4 positive comments for outstanding customer support. This type of unparalleled support has become standard operating procedure for this passenger service member.

2. Please direct questions to the undersigned at 314-479-4215.

  
 JOHN E. ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

7 Jul 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OI-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-30 June 2009:

a. Quality of Product/Service Rating: Very Good

- Critical Discrepancies: 1
  - 60K loader, 02E00031, had an open work order (B0903) for a worn seat belt which was deferred. Surveillance confirmed the vehicle was available for operation with seat belt webbing material frayed and cut. Vehicles cannot be deferred for repair and/or operated until the safety discrepancy has been repaired.
    - Ref: CDR 200906-01
- Observed Discrepancies: 12 observed discrepancies were identified in May.
  - 06-01/01 June 09 – Ops Summary
  - 06-07/04 June 09 – Cargo Selection
  - 06-27/16 June 09 – Process Originating Cargo/Mail
  - 06-37/23 June 09 – 7107 Report (May 09)
  - 06-39/24 June 09 – Detailed Information Concerning Delays
  - 06-46/29 June 09 – Aircraft RON (Unscheduled)
  - 06-47/29 June 09 – Load Inspection
  - 06-62/11 June 09 – AGE Operation, Maintenance, and Repair
  - 06-63/11 June 09 – Deferred Work Order
  - 06-64/12 June 09 – Facilitate On-Time Departure
  - 06-65/13 June 09 – Facilitate On-Time Departure
  - 06-66/28 June 09 – Facilitate On-Time Departure
- Over and Above Initiatives: 3
  - Provided copies of PPR's and Tender Worksheets for Air Force OSI Personnel to assist in an ongoing investigation.

- Compiled airlift passenger statistics for 5 EAMS/387 AEG for H1N1 Swine Flu screening and doctor scheduling. This coordination prevented the screening process from hindering all passenger missions.
- Worked with the local SAIC MRAP representative to design sleeper shoring for the Max Pro MRAPS. The original shoring identified in the certification letter would not fit the useable area. Shipping the Max Pro MRAPS was stopped until a new design could be built. CAV drew plans using a CAD Program and took pictures to explain possible solutions.

**b. Business Relations**

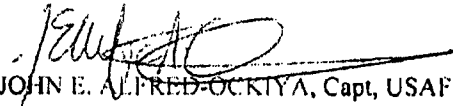
**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - Performed two Hazardous Materials Inspector re-qualifications tests in Ali As Salem Air Base while Contracting Officer Representatives work qualifications to become test proctors.
  - Contacted AAFES management with a request to extend working hours of Subway and Pizza Inn. This provided an opportunity for passengers to eat while waiting on their flights.
  - Serviced an overheated Security Force van on 21 June. We checked the radiator and added anti-freeze and water to avoid damaging the vehicle engine providing uninterrupted service for flight line operations.
  - Passenger service agents received two positive customer comments, and one agent was coined by the Sergeant Major of the Army.
- Comments: None

**c. Overall Comments and Evaluation**

CAV moved 52,168 passengers, 9,982 tons of cargo on 1053 missions in the month. AMC personnel performed the quarterly inspection on AMCC, AGE, and MIE 9-11 June 09. It was noted by all inspectors that CAV AGE and MIE processes have improved since the last inspection. Additionally, CAV made several trips to Camp Arifjan to retrieve 60K parts to advance 60K in-commission rates while allowing the Air Force to provide a long term solution for retrieving these parts. There was a shoring issue loading an MRAP on a C-17 aircraft, and CAV worked directly with the SAIC MRAP to help design appropriate shoring to prevent this problem from happening in the future.

2. Please direct questions to the undersigned at 314-479-4215.



JOHN E. ALFRED-OCKTYA, Capt, USAF  
Contracting Officer





DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

14 Aug 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air  
Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject  
contract for 1-31 July 2009:

a. Quality of Product/Service

Rating: Very good

- Critical Discrepancies: None
- Observed Discrepancies: 4 observed discrepancies were identified in July.
  - 07-13/08 July 09 – Aircrew Cell Phones
  - 07-22/15 July 09 – SDDG
  - 07-60/10 July 09 – Facilitate On-Time Departure
  - 07-62/25 July 09 – Safety/Seat Belt Use
- Over and Above Initiatives: 5
  - CAV worked to overcome airlift restrictions with Volga Dnepr to facilitate the movement of Husky Modules. Packing lists were acquired and sent to Volga for approval to guarantee movement of these containers which led to the airlift of eight containers weighing over 136K pounds.
  - CAV worked with ASC/ENFC to pen an updated certification letter for the Armored D7G dozer and received a "Thanks to all...for leaning forward to close it out" from Maj Gen Meehan, Director, CENTCOM DDOC.
  - CAV built-up nine baggage pallets for mission flow by Ryan Air to expedite transload of pallets onto a Northwest 747 in support of troops returning home from deployment.
  - CAV consolidated six pallets of DRMO equipment expediting the turn-in process of outdated material at Camp Arifjan.

**b. Business Relations**


**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - CAV received a Letter of Appreciation from 387 AEG/CC for outstanding support of an Australian Human Transfer ceremony. ATOC put their expertise and flexibility to work to adjust the flow and parking plan allowing for the arrival of the Australian HR and a U.S. HR to happen simultaneously without any disruptions.
  - CAV reconfigured pallets contracted to fly on tender aircraft to ensure cargo was delivered to the user in allotted time.
  - One CAV employee was coined by Gen Petraeus, Commander of United States Central Command, and one by Command Sergeant Major Hill for outstanding customer service performing ramp and passenger service operations.
  - They received a "Thank you" email from a Defense Logistics Agency employee with regards to his recent promotion and CAV's help in making that happen. CAV employees facilitated the movement of a shredder that was unable to be moved in the airlift system for over one year.
- Comments: None

**c. Overall Comments**

- CAV moved 51,581 passengers, 9,128 tons of cargo on 658 missions in the month. CAV has worked with extenuating circumstances this month with the reduced MOG and cargo issues with Volga Dnepr Airlines, all with minimal issues. Due to MOG issues created by current ramp construction, Transient Alert personnel performed 179 push backs with no mishaps.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

14 Sep 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 August 2009:

a. Quality of Product/Service

Rating: Very good

- Critical Discrepancies: None
- Observed Discrepancies: None
- Over and Above Initiatives: 4
  - CAV coordinated with Volga, ATTILA and ITT to move 815F Speed Compactors within the AOR. CAV coordinated with Volga Dnepr to increase the crane weight capacity from 40,000 lbs to 60,000 to ensure the capability existed to load the Speed Compactor. They also coordinated the use of a lowboy to ensure the proper height restrictions were met to load the Compactor onto the AN 124. Additionally, CAV provided numerous inputs to the ATTILA certification letter to ensure the compactor can be loaded on C-17 aircraft when the need arises.
  - Passenger service personnel drove to the hard stand to pick up two returning cargo escorts. This action allowed a PPR request approval for an additional aircraft, thus opening a parking spot on the ramp increasing velocity/cargo throughput.
  - CAV assisted in the cleanup of a fuel spill generated by an Omni passenger mission. CAV utilized their supplies to assist with cleaning the spilled fuel because the 387 AEG lacked the appropriate supplies to accomplish the cleanup and ensuring the aircraft departed on time.
  - CAV chaired a meeting with the Kennel Master, and US Navy Customs, to identify and standardize customs procedures at Al-Mubarak. This will increase the flow of passengers into the passenger terminal while decreasing the footprint of the customs process.

b. Business Relations

Rating: Very Good

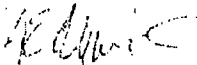
- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - CAV personnel coordinated with the tower and Civil Aviation to retrieve a C-130 aircraft that had a maintenance issue on the active taxiway. This coordination allowed for the aircraft to be towed back into the APOD parking spot for repairs ensuring outbound aircraft departed on time.
  - CAV incorporated a process into their supervision of the baggage details for passenger missions which provides water to all personnel supporting the detail. This process included submitting an AF Form 332, Base Civil Engineering Work Request, which will provide a freezer outside their building to maintain an adequate stock of ice to cool the water for the passengers. Implementing this new process will ensure passengers do not become dehydrated while performing as a part of the baggage detail.
  - AMCC assisted the 387 AEG in participating in a hazardous substance spill exercise to help delineate areas of responsibility between CAV and 387 AEG regarding hazardous spills.
  - CAV Vehicle Maintenance personnel assisted 10 Security Forces personnel with minor maintenance on their vehicles. They assisted with tire changes, checking and adding fluids, and cleaning battery posts to ensure the batteries would hold a charge.
- Comments: None

c. Overall Comments

- CAV moved 61,361 passengers, 7,433 tons of cargo on 494 missions in the month. CAV had no unacceptable surveillances for the month of August. Minor errors were noted during the surveillance process, but all were fixed on the spot. There was one minor incident with a 60K resulting in a damaged handrail, but new procedures were implemented immediately to prevent recurrence. While the reduced MOG is still an obstacle, CAV has worked diligently with all agencies to ensure maximum utilization of the ramp is accomplished.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

9 Oct 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-30 September 2009:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 1
  - **Fail to Maintain MHE and AGE:** During the year, there have been three inspections on MHE and AGE. These inspections resulted in numerous discrepancies and CDRs in both areas. Several findings were repeat offenses and show negative trends and indicate that appropriate measures have not been taken to rectify the discrepancies. In addition, it was identified there was no trained/qualified personnel to use the OLVIMS system, critical to tracking maintenance actions which is a violation of contract paragraph 4.1.3 and does not meet paragraph 1.9.4.
    - Ref: CDR 200909-01
- Observed Discrepancies: 9 observed discrepancies were identified in September.
  - 09-61/03 Sep 09 – MHE Operation, Maintenance and Repair
  - 09-62/03 Sep 09 – AGE Operation, Maintenance and Repair
  - 09-63/03 Sep 09 – Quality Programs
  - 09-03/03 Sep 09 – Human Remains Notifications
  - 09-11/07 Sep 09 – Hazardous Cargo Movement
  - 09-26/16 Sep 09 – Mission Schedule
  - 09-30/18 Sep 09 – Tender Offer
  - 09-32/21 Sep 09 – 7107 Report
  - 09-44/28 Sep 09 – Frustrated Cargo
- Over and Above Initiatives: 3
  - CAV made numerous requests to shippers for cargo to utilize extra T-tail airlift capacity within the AOR and to CONUS. This resulted in cargo moving more expediently and ensured missions maximized their ACL, reducing the need for additional airlift.
  - CAV coordinated daily with Volga Dneper planners to ascertain allowable cargo and aircraft ACL's due to restrictions levied on the airline. Each load was carefully selected to avoid any mission delays or diverts resulting from ineligible cargo based on the airline's restrictions.

- CAV purchased a deep freezer to store bags of ice. This enables CAV to better supply cold water to all of the aircraft baggage details, minimizing the potential of dehydration.

**b. Business Relations**

**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - CAV notified AAFES food vendors 24-hour in advance of inbound thru-load passenger allowing the dealers to receive additional supplies for a larger number of customers. This provided better customer service to passengers where there is a limited access to food services.
  - CAV downloaded two security watch towers from flatbed trucks and positioned them for Security Forces. This provided the assigned sentries facilities that enhance visibility of the installation and protection from the enemy.
  - CAV Vehicle Maintenance personnel provided mobile maintenance to several military vehicles by providing oil, tire changes and battery charges. They also worked on the base Ambulance's stretcher rail bracket ensuring the stretcher safe to secure patients.
  - On two occasions CAV took the initiative to mail personal items back to the States that were accidently left behind enabling passengers to regain their possessions.
- Comments: None

**c. Overall Comments**

CAV moved 57,724 passengers, 6,969 tons of cargo on 430 missions in the month. There was one minor incident with a baggage bin as it was being raised up on a K-loader. The top of the bin hit a locking latch to the belly door resulting in a hole in the bin. The loadmaster checked for any aircraft damage and resumed loading. Re-training was immediately accomplished and the proper process of loading of baggage bins was re-iterated. As flight line operations returned to a MOG of 6, CAV worked closely with other units to educate them on the safety constraints incurred with increased traffic by having six operational aircraft spots, which many of the new personnel had not seen.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

10 Nov 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 October 2009:

a. Quality of Product/Service

Rating: Very good

- Critical Discrepancies: 0
- Observed Discrepancies: 3 observed discrepancies were identified in September.
  - 10-23/15 Oct 09 - Provide a Complete Range of Passenger Processing and Baggage Services
  - 10-60/15 Oct 09 - Manage Information and Terminal Resources Required to Receive, Document, Plan and Move Passengers, Cargo and Mail, Ensuring Maximum Aircraft Utilization
  - 10-61/23 Oct 09 - Safety
- Over and Above Initiatives: 3
  - CAV assisted Navy personnel to correct inaccurate transportation documentation while their aircraft was on the ground ready to load. Special handling personnel re-accomplished the paperwork for the shipper ensuring an on-time departure of the aircraft, and provided step by step instructions to prevent future occurrences.
  - CAV provided assistance to a C-5 MRT team with re-deployment of damaged engine. CAV personnel re-accomplished all documentation and weighing of the equipment to ensure equipment was air worthy, ensuring an on-time departure of the mission.
  - CAV provided Tender Issue Reports to the CORs who in turn forward to the Air Mobility Division (AMD). This allowed AMD to effectively oversee their contract process here at Al Mubarak.

b. Business Relations


Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 5
  - CAV provided assistance to the Kuwait Air Force by repairing a 25K TALO aircraft loader, allowing them to meet their mission requirements.
  - CAV assisted base personnel with towing a Mitsubishi truck to the main gate for repair, ensuring a mission essential vehicle was quickly returned to service.
  - CAV provided training for the 3<sup>rd</sup> Combat Aviation Brigade on marking, packing, labeling, and shipping documents. CAV assisted in the correction of erroneous documentation and repacking of containers, and received a Letter of Appreciation for their efforts.
  - CAV participated in the 387 AEG Airfield FOD walk to clean debris off the flight line.
  - CAV personnel provided a portable pressure washer to DNH Carrier Representatives to clean soiled cargo and ensure acceptance into the airlift system.
- Comments: None

**c. Overall Comments**

- CAV moved 56,671 passengers, 12,432 tons of cargo and baggage on 878 missions in the month. There was one incident with an employee was driving a forklift and it struck a power cart. The corrective action was to retrain and recertify the individual on forklift operation and brief all operators on forklift safety.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer





DEPARTMENT OF THE AIR FORCE  
Operating Location-R, AMC AOS/A3K  
Unit 3307 APO, AE 09094-3307

9 Dec 2009

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: OL-R AMC AOS/A3K  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-30 November 2009:

a. Quality of Product/Service

Rating: Very good

- Critical Discrepancies: 0
- Observed Discrepancies: 10 observed discrepancies were identified in November.
  - 11-04/3 Nov 09 – Provide Aircraft Services
  - 11-14/10 Nov 09 – Provide Air Mobility Command and Control Services
  - 11-17/12 Nov 09 – Plan, Select, Sequence and Monitor each aircraft passenger, cargo and mail load
  - 11-32/20 Nov 09 – Provide Air Mobility Command and Control Services
  - 11-34/24 Nov 09 – Provide Aircraft Services
  - 11-37/24 Nov 09 - Inspection, Processing and Movement of Hazardous Materials
  - 11-46/30 Nov 09 – Provide Aircraft Services
  - 11-60/1 Nov 09 – Facilitate On-Time Aircraft Departure
  - 11-61/25 Nov 09 – Provide Air Mobility Command and Control Services
  - 11-62/25 Nov 09 – Facilitate On-Time Departure
  - 11-63/25 Nov 09 – Facilitate On-Time Departure
- Over and Above Initiatives: 3
  - CAV met with USA CECOM to discuss the airlift of vital communication vehicles. The contractor coordinated with the customer to call 12 HUMVEES forward early for a scheduled C-5 aircraft. Their initiative ensured an empty aircraft departed fully utilized and helped to ensure these critical assets, that are on a 180 day rotation cycle, met their scheduled return date.
  - CAV provided multiple customers with the correct amount of copies of Shippers Declaration of Dangerous Goods document to prevent cargo from being frustrated and delay their onward movement.
  - CAV provided Tender Issue Reports to the CORs who in turn forward to the Air Mobility Division (AMD). This allowed AMD to effectively oversee their contract process here at Al Mubarak.

**b. Business Relations**

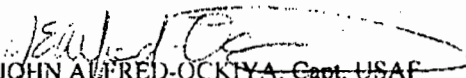
**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - CAV Coordinated with DFAC management to get MRE's for 240 passengers traveling on two C-17 aircraft that weather diverted into KCIA. Without CAV coordination for meals, the 240 passengers would have been without food for 6 hours.
  - Civil Engineering personnel requested CAV's assistance to detach, transport and return the aluminum platform by the Diesel Fuel Tank. These actions ensured the safety platform utilized by fueling personnel remained stable.
  - The contractor provided Host Nation support to 3 Kuwaiti L-100's aircraft transporting five pallets each. The cargo was downloaded and delivered to their cargo holding area. Also, support was provided to a Kuwaiti passenger aircraft by downloading the commercial pallets (cookie sheets) containing baggage, further solidifying our host nation relations.
- Comments: None

**c. Overall Comments**

- CAV moved 51,651 passengers, 10,969 tons of cargo and baggage on 830 missions this month. There was one incident when a pallet with overhang struck the window frame of a 60K and personnel were briefed on verifying clearances when up/downloading cargo. A formal complaint was submitted on a CAV employee regarding a Dignified Transfer and a formal letter of apology was submitted immediately by contractor and the individual. Ten CAV maintenance personnel were coined by DRS Sustainment Systems, Inc, which is the supplier for 60K parts, for their efforts in getting the MHE maintenance shop into compliance with the PWS. The MHE COR stated that the "current Vehicle Maintenance section is looking the best I've personally witnessed in the past two years since I started evaluating this contract." CAV also assisted the Air Force Audit Agency, who was evaluating the Theater Express Program. The auditor provided positive comments on CAV's willingness to help her accomplish her task

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED-OCKITYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

22 Jan 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 December 2009:

a. Quality of Product/Service

Rating: Satisfactory

- Critical Discrepancies: 0
- Observed Discrepancies: 9 observed discrepancies were identified in December.
  - 12-04/Inspection, Processing, and Movement of Hazardous Materials
  - 12-25/Provide Air Mobility Command and Control Services
  - 12-26/Provide Air Mobility Command and Control Services
  - 12-28/Operate, Maintain and Repair all MHE and AGE
  - 12-46/Provide Aircraft Services
  - 12-48/Operate, Maintain and Repair all MHE and AGE
  - 12-60/Facilitate On-Time Departure
  - 12-62/Provide Air Mobility Command and Control Services
  - 12-63/Provide Air Mobility Command and Control Services
- Over and Above Initiatives: 1
  - CAV coordinated meals for 25 passengers stranded due to ACL issues on a commercial R & R mission. Personnel were catered to while onward transportation could be arranged by DynCorp.

b. Business Relations

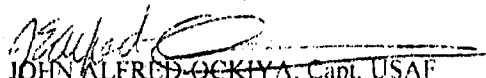
Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3

- CAV repaired and plugged a flat tire for 387 AEG/CE on a flight line sweeper. This enabled foreign object debris to be cleaned off the flight line, preventing possible engine damage to arriving and departing aircraft.
  - CAV personnel provided a Huffer cart to the Kuwaiti Air Force for one of their aircraft, allowing for the C-130 to start engines and depart on time.
  - CAV personnel were coined by the 160<sup>th</sup> Signal Brigade Commander. Three weeks of coordination made for the smooth transfer of arriving of personnel, and CAV was cited for "outstanding customer service".
- Comments: None

c. Overall Comments

- CAV moved 61,175 passengers, 12,621 tons of cargo and baggage on 926 missions this month. One customer complaint was received and was deemed not valid, but did identify potential communication issues with outside agencies.
2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED OCKIVA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

9 Feb 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 January 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 9 observed discrepancies were identified in January.
  - 01-05/Provide aircraft services
  - 01-05/Unscheduled/Flightline/Safety Violation
  - 01-13/Manage information and terminal resources
  - 01-18/Provide Air Mobility Command and Control Services
  - 01-20/Facilitate On-time departure
  - 01-22/Operate, maintain and repair all MHE and AGE
  - 01-25/Inspection, processing and movement of hazardous materials
  - 01-25/Provide Air Mobility Command and Control Services
  - 01-29/Inspection, processing and movement of hazardous materials
- Over and Above Initiatives: 2
  - CAV employee's assembled new highline dock, saving countless hours and funds on the bidding process from local contractors. Lengthy process completed in one day.
  - CAV taught a pallet build-up class to passengers departing on a SAAM mission.

b. Business Relations

Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 6
  - CAV personnel provided the Kuwaiti Air Force and Air Conditioning Cart to service one of their L-100 aircraft during maintenance operation checks.

- CAV provided a cargo manifest to the 401<sup>st</sup> Engineering Division so they could track the status of their equipment and identify to their leadership what cargo has departed KCIA.
- CAV worked with the US Embassy in Kuwait and the Kuwait government in support of the Haiti Relief. They built 34 pallets/110 tons of cargo destined to the earthquake stricken country.
- CAV coordinated with the British Embassy during the delay of a L-1011 that diverted into OKBK that had Syrian Diplomatic Clearance issues. They assisted the aircrew with hotel reservations and transportation.
- Provided Gen O'Conner, ARCENT G4 first hand MRAP movement knowledge, vehicle operation procedures and guided him through the loading process of a AN-124 with 6 MAXPRO MRAP's.
- Assisted DDKS when they had a RGATES system failure. They accepted and processed 100 cargo pallets into the GATES system instead of letting them sit until the DDKS facility system came on-line. They staged the additional cargo on the DV Ramp to accommodate the additional workload.
- Comments: CAV goes above and beyond in many aspects of business relations. These types of actions greatly improve the working relations with the government and local civilian agencies.

c. Overall Comments

CAV moved 63,489 passengers, 15,441 tons of cargo and baggage on 994 missions in the month of January. There has been an all around improvement with MHE, AGE and C2 operations. These areas were reviewed earlier in the month in addition communication skills across the board have assisted in these improvements. The assembling of the highline dock proved to be highly beneficial as CAV employees completed the project in less than a day.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

9 Mar 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-28 February 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 3 observed discrepancies were identified in February.
  - 02-02/Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization.
  - 02-14/Provide a complete range of passenger processing and baggage services.
  - 02-18/ Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization.
- Over and Above Initiatives: 3
  - CAV employee, Mr. John Davis, was recognized for his work performance when he assisted Col. Luis Villarruel, Assistant State Surgeon of the Indiana Army National Guard, when he corrected the travel arrangements made by an outside agency.
  - CAV coordinated the planning, unloading and pick-up of the first battle damaged Stryker vehicles. They were flown in on an AN-124 and had to be craned off the a/c onto flatbed trailers. With this forward thinking, CAV was able to move the Strykers in the most expedient manner. Movement was a success and they received kudos from the IMTF-Stryker Command.
  - CAV agents re-built numerous pallet trains from ADS configuration to Logistics configuration to move on 747 aircraft during the delay of a C-5. This procedure ensured that the cargo was moved expeditiously to the user.

b. Business Relations

Rating: Very Good

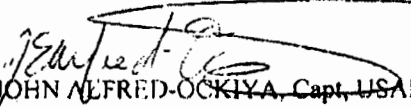
- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: 4
  - CAV arranged for the customs clearance of 23 Army personnel returning to the United States when the sponsoring unit failed to coordinate clearance at the APOD.
  - CAV arranged ground transportation for 49 ULN personnel after their aircraft diverted into Kuwait (KWI) versus Ali Al Salem (KEZ) due to weather conditions. The scheduled shuttle bus could not accommodate all of the passengers.
  - CAV management and Load Planning worked with Volga Niper to move two Heavy Equipment Transporter Systems (HETS) on one AN-124. They drafted and load planned the equipment ensuring it would fit and safety of flight. Load plan was accepted and utilized. This initiative will assist in the movement of 48 additional HETS needed by the war-fighter.
  - CAV Passenger Service Supervisor assisted with the transportation of 100 folding chairs from Camp Arifjan due to damaged and broken seats that are currently in the Pax tent. This enabled them to accommodate a full workload of 300 passengers in the Pax tent.
- CAV's business relations have a huge impact on operations with local military and civilian agencies. Their cooperation and willingness to assist is a good showing for everyone involved in all aspects of operations at Al Mubarak.

**c. Overall Comments**

CAV moved 43,718 passengers, 16,111 tons of cargo and baggage on 858 missions in the month of February. The keen foresight coupled with decisive initiative led to the expedited off loading of Strykers. In the conditions provided CAV personnel turned an unbearable situation into manageable smooth process.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer





DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

9 April 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 March 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: None
- Observed Discrepancies: 4 observed discrepancies were identified in February.
  - 03-01/ Facilitate On-time Departure.
  - 03-03/ Provide a complete range of passenger processing and baggage services.
  - 03-19/ Facilitate On-time Departure.
  - 03-22/ Facilitate On-time Departure.
- Over and Above Initiatives:
  - CAV management worked with the Theater AMD to change the movement of 6 Howitzers. They were able to plan all 6 on one aircraft instead of splitting them up. This initiative saved money by utilizing one aircraft instead of two.
  - CAV coordinated with CDDOC to develop a more efficient movement plan of M916 tractors, M870 trailers and MRAPS. The new plan helped move 4 additional vehicles on the same number of aircraft to meet delivery requirements.
  - As a self-help project, CAV personnel re-painted the outside of the passenger terminal.
  - CAV personnel built a shoring kit to move flat rack bridge equipment. The shipper did not provide any shoring and CAV's assistance ensured the cargo was not delayed getting to the receiver.

b. Business Relations

Rating: Very Good

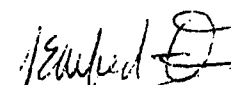
- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3

- CAV provided scheduling and informational support to a CBS news crew that was documenting the drawdown of forces from Iraq into Afghanistan. The news crew was interviewing an all female C-17 aircrew for National Women's History Month and doing a photo shoot for Glamour Magazine.
  - CAV provided support to Navy Commander Joe Barnes, pilot of F-18 aircraft, in support of military sales program to Kuwait. They provided transportation, airfield criteria, and a one-on-one overview of the airfield operations as this was the Commanders first time landing at OKBK.
  - CAV personnel worked with the Kuwaiti Air Force by providing support for the F-18 aircraft being staged inside Hanger 1 for local dignitaries to view. They provided push back and other support to ensure mission success.
- CAV AMCC personnel, Michael Mann, Matthew Schoemehl and Randy Tennant received a letter of recognition from the 5 EAMS commander for their quick actions during a fire in Hanger 4. They notified the Fire Department and put out a fire in one of the double stacked trailers. Their actions prevented further damage and saved countless dollars in government resources. With actions like this from individuals, it shows that we are all one team no matter what uniform is worn.

**c. Overall Comments**

CAV moved a total of 52,343 passengers and 17,089 tons of cargo and baggage on 949 missions in the month of March.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

10 May 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-30 April 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 2 observed discrepancies were identified in April.
  - 04-48/ Provide Aircraft Services
  - 04-60/Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization
- Over and Above Initiatives: 3
  - CAV continuously worked with CDDOC representatives while planning the movement of MRAP's and Engineering equipment. This working relationship ensured equipment was moved as scheduled to meet required delivery dates.
  - CAV coordinated and prepared the shoring required for the movement of High Speed Compactors. Their initiative ensured the items met the delivery date of 1 May 2010.
  - Due to the political unrest in Kyrgyzstan and the closure of Manas AB, CAV handled all of the commercial traffic originally destined to Manas. They coordinated with many agencies to ensure the onward transportation of passengers was arranged prior to the short notice arrivals.

b. Business Relations

Rating: Very Good


- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 4

- CAV assisted with the movement of a Kuwaiti Air Force DV by providing an air conditioning cart during the servicing of the aircraft. This provided comfort to the passengers while they waited on the aircraft.
- CAV personnel assisted local contractors with the removal of a highline dock so it could be refurbished. They provided 4 forklifts to move the highline onto the trucks. Their assistance ensured a safe operation and movement of the asset.
- Due to the direction of the Kuwaiti Air Force Commander and the 387<sup>th</sup> Support Group Commander, CAV moved the entire upper grid yard to the old DV parking ramp enabling the Kuwaitis to utilize the parking spaces for their 2 L-100 aircraft.
- During a GATES system failure at DDKS headquarters, CAV checked in and processed all cargo. This went on for several days. This action made sure that all cargo was delivered in a timely manner to its proper location supporting the warfighter.

**c. Overall Comments**

CAV moved 47,945 passengers, 15,800 tons of cargo and baggage on 963 missions in the month of April. CAV continues to work efficiently and effectively with the constant changes occurring. Their assistance to the Kuwaiti military and local contractors has had a positive impact on the base and on current operations. CAV has taken the lead for building a cohesive team at KWI benefiting the mission and ensuring its progression.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

15 Jun 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-31 May 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 5 observed discrepancies were identified in May.
  - 05-01 Provide Aircraft Services
  - 05-08 Provide Aircraft Services
  - 05-22 Manage accurate and auditable records and reports
  - 05-28 Operate, maintain, and repair all MHE and AGE
  - 05-60 Plan, select, sequence, and monitor each aircraft, passenger, cargo, mail load
- Over and Above Initiatives: 3
  - CAV coordinated the use of an M1000 tractor/trailer to remove a disabled Excavator from the flight line ensuring flight ops continued without delay. Spearheaded the loading onto a trailer for transportation back to unit.
  - CAV quickly reacted to a hydraulic failure on a piece of engineering equipment during aircraft upload. These actions ensured the equipment was downloaded prior to a complete control failure.
  - CAV developed a plan to move critical engineering equipment on IL-76 aircraft when assets exceeded the ATTILA certification letter for authorized weights. This initiative ensured equipment would meet RDD.

b. Business Relations

Rating: Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None

- Over and Above Initiatives: 3

- CAV provided equipment to the 387 AEG for their Mass Casualty Exercise. This resulted in a realistic training scenario and helped test base capabilities.
- CAV routinely provides forklift support to Air Force personnel to download water shipments, which helps sustain base water supply.
- CAV reacted to short notice repairs on 3 aircraft parking spots. They quickly reworked the aircraft parking plan/MOG tool to ensure no bottle necks occurred.

c. Overall Comments

CAV Int'l moved 35,751 passengers, 16,145 tons of cargo and baggage on 924 missions in the month of May. CAV continues to provide terrific service while supporting war fighter. AMC mission requirements are consistently being met on a daily basis. This team of professionals has fostered a very productive working relationship with the host base support group as well as the host nation personnel they work. This type of working relationship has proved beneficial in the month of May as many meetings have taken place on the developmental changes at Al Mubarak.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

8 Jul 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject contract for 1-30 Jun 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 6 observed discrepancies were identified in Jun.
  - 06-07 Provide a complete range of passenger processing and baggage services
  - 06-10 Gather, process, and disseminate information
  - 06-16 Provide aircraft services
  - 06-24 Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization.
  - 06-30 Provide aircraft services
  - 06-60 Operate, maintain, and repair all MHE and AGE
- Over and Above Initiatives: 3
  - CAV has and is accepting cargo from Ali Al Salem to help with their backlog. Cargo is arriving to the end destination without delay.
  - CAV handled all aspects of a Pakistani Air Force (PAF) IL-78 aircraft requested to carry 10 pallets of cargo. The aircraft arrived without a roller system. CAV loaded the aircraft with forklifts and the internal crane system, taking approximately 8 hours. This mission was transporting tents and air conditioning units for the Pakistani security personnel working with the F-16 program.
  - CAV identified C-130J model propellers scheduled to move on a tendered aircraft and raised concerns that proper handling procedures would not be followed. CAV coordinated with the AMD who established immediate guidance to the entire AOR, notifying everyone that moving J-model propellers will not be allowed due to the specific handling requirements and the possibility tender crews would not comply with the published message guidance.

b. Business Relations

Rating: Very Good


- Critical Discrepancies: None

- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - CAV is working with coalition partners, Australians and Canadians, to provide assistance for airflow questions and PPR requests in support of upcoming MRAP movements.
  - CAV handled 75 tons of lumber from DDKS destined to Camp Leatherneck to replace facilities after a fire destroyed existing facilities. They received the cargo and acquired the material to built shoring kits to palletize cargo as none was available. This allowed immediate delivery of the shipments on a C-17 aircraft to AI Udeid.
  - CAV routinely loans the Air Force a forklift to download water pallets off flat bed trucks. CAV sometimes downloads the pallets themselves when they have time and places them in the holding area.

**c. Overall Comments**

CAV International moved 43,285 passengers, 13,016 tons of cargo and baggage on 878 missions in the month of June. CAV places the war fighter first and foremost, in-turn providing gratifying services across the board. AMC mission requirements are consistently met and CAV staff continues to excel in day-to-day operations. This team of professionals has fostered a very productive working relationship with the host base support group as well as the host nation personnel that they deal with on a regular basis.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
 JOHN ALFRED-OCKIYA, Capt, USAF  
 Contracting Officer





DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

9 Aug 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location-R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air  
Terminal and Ground Handling Services

1. The following information is provided for your information or action regarding subject  
contract for 1-31 July 2010:

a. Quality of Product/Service

Rating: Very Good

- Critical Discrepancies: 0
- Observed Discrepancies: 4 observed discrepancies were identified in Jul.
  - 07-01 Provide a Air Mobility Command and Control services.
  - 07-07 Operate, Maintain, and repair all MHE and AGE.
  - 07-32 Provide aircraft services.
  - 07-63 Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization.
- Over and Above Initiatives: 3
  - CAV continues to include government/contractor agencies outside SOW requirements on HR notifications. Supervisors and controllers provided both additional email updates and cell phone calls to key individuals on AAMAB.
  - CAV developed a plan to move over 35,000 lbs of separated passenger baggage from Camp Virginia. CAV requested through TACC to change the routing of a de-positioning contingency C-5 to arrive at McGuire where 66% of the baggage was scheduled to arrive. The request was approved and all baggage has arrived to the final destination.
  - CAV AMCC routinely monitors the status of aircraft movements of both Kuwaiti Air Force and the Kuwait Police Helicopter Unit to institute ramp freezes for personnel on the flight-line to de-conflict any vehicular traffic with those aircraft. This involves notifications via telephone to the BDOC.

**b. Business Relations**

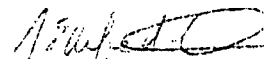
**Rating: Very Good**

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 2
  - CAV worked with the Australian and Canadian Air Forces in all aspects of MRAP movement on their aircraft. CAV has transported approximately 70 MRAPS on Coalition aircraft to date.
  - CAV downloaded an unscheduled French Air Force KC-135 aircraft. CAV downloaded cargo pallets, baggage from this aircraft, and also provided pushback services.

**c. Overall Comments**

CAV Int'l moved 51,092 passengers, 12,590 tons of cargo and baggage on 832 missions in the month of June. CAV continues to provide sufficient service to the warfighter. AMC mission requirements are consistently being met and exceeded on a daily basis. This team of professionals continues to foster a very productive working relationship with the host base support group as well as the host nation personnel that they deal with on a daily basis.

2. If you have any questions, please contact the undersigned at 314-479-4215.

  
JOHN ALFRED-OCKIYA, Capt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

8 Sep 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location-R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air  
Terminal and Ground Handling Services

a. Quality of Product/Service Rating: Satisfactory

- Critical Discrepancies: 0
- Observed Discrepancies: 9 observed discrepancies were identified in Aug.
  - 08-13 Operate, Maintain, and repair all MHE and AGE
  - 08-19 Provide aircraft ground services
  - 08-20 Operate, maintain, and repair all MHE and AGE
  - 08-29 Provide Air Mobility Command and Control services
  - 08-31 Operate, Maintain, and repair all MHE and AGE
  - 08-44 Operate, Maintain, and repair all MHE and AGE
  - 08-60 Facilitate On-Time departure
  - 08-61 Operate, Maintain, and repair all MHE and AGE
  - 08-62 Non-SDS (After incident operations)
- Over and Above Initiatives: 5
  - CAV washed numerous in-transit pallets and equipment that arrived dirty from the AOR and fixed discrepancies with documentation prior to onward movement ensuring the customer received their cargo in a timely manner.
  - CAV continues to work with CDDOC and AMD to provide a fix for the ITARS process that causes disconnects between cargo delivery and mission execution. Managers attended a meeting at Camp Arifjan to assist with the changes of process.
  - CAV designed loading ramps to assist with the upload of rolling stock on the IL-76. The steep incline hinders some rolling stock from being loaded smoothly. The new ramps ensure a smooth and safer loading operation.
  - Mr. Erroll Harris and Mr. John Davis received a letter of thanks from an in-transit passenger for their assistance with baggage that was mistakenly identified. They broke down a baggage pallet to locate the correct baggage. They also assisted the passenger with issues with the internet. The passenger was very appreciative of all the help they provided.

**b. Business Relations**

**Rating:** Very Good

- Critical Discrepancies: None
- Other Observed Discrepancies: None
- Over and Above Initiatives: 3
  - CAV maintenance personnel worked on the TMEP trucks lift gate ensuring that the equipment was reliable during human remains transfers.
  - CAV assisted the 1/147<sup>th</sup> Army Helicopter unit with coordination of delivery of fuel. The unit arrived without the proper fuel cards and CAV coordinated with KAFCO for fuel, let the unit utilize personal phones to call the US and provided light carts and forklift support.
  - CAV assisted the 1<sup>st</sup> TSC with coordinating customs clearance on the commercial side of the airport for food supplies that were being delivered to Iraq. The refrigeration truck broke down and CAV coordinated with DynCorp to utilize their truck for storage. CAV broke down pallets to fit in the truck and rebuilt them when the aircraft was ready to load.

**c. Overall Comments**

- CAV has had some issues with MHE incident reporting and follow up procedures. A pallet was dropped from the front of a 60K Tunnor loader onto the loader in front of it and failed to cease operations for a thorough investigation to be completed. The loader received minor damage and was placed in out of commission status. Five (5) different discrepancies occurred in this area throughout the month, which is cause for concern. It remains CAV's responsibility to see that the issues are handled properly and frequency of occurrences is reduced in the coming months.
- CAV Int'l moved 43,393 passengers, 11,902 tons of cargo and baggage on 834 missions in the month of August. CAV continues to provide excellent service to the war fighter. Despite the noted shortcomings in the area of operating MHE/AGE equipment, AMC mission requirements are consistently being met and exceeded on a daily basis. This team of professionals continues to foster a very productive working relationship with the host base support group as well as the host nation personnel that they deal with on a daily basis.



JAMES E. THOMPSON III, 1Lt, USAF  
Contracting Officer



DEPARTMENT OF THE AIR FORCE  
USTRANSCOM TCAQ-C Operating Location - R  
Unit 3307 APO, AE 09094-3307

8 Oct 2010

MEMORANDUM FOR CAV INTERNATIONAL, INC.

FROM: USTRANSCOM TCAQ-C Operating Location-R  
Unit 3307  
APO, AE 09094-3307

SUBJECT: Monthly Evaluation Report for Contract FA4428-06-C-0005, Contracted Air  
Terminal and Ground Handling Services

1. The following information is provided for your information/action regarding subject contract  
for the period of 1-30 September 2010:

a. Quality of Product/Service

Rating: Very Good

- Contract Discrepancy Reports Issued: 0
- Other Observed Discrepancies: 6 observed discrepancies
  - 09-07: Manage information and terminal resources required to receive, document, plan, and move passengers, cargo, and mail, ensuring maximum aircraft utilization
  - 09-08: Operate, maintain, and repair all MHE and AGE
  - 09-14: Operate, maintain, and repair all MHE and AGE
  - 09-19: Facilitate on-time departure
  - 09-21: Provide aircraft services
  - 09-29: Provide aircraft services
- Over and Above Initiatives: 2
  - CAV continually works with CDDOC in the planning and movement of MRAP's and engineering equipment. This partnership has ensured critical equipment moves as planned.
  - CAV has washed numerous in-transit pallets/equipment that arrived dirty from the AOR and also fixed discrepancies with documentation prior to onward movement.

b. Business Relations

Rating: Very Good

- Contract Discrepancy Reports Issued: 0
- Other Observed Discrepancies: None

- Over and Above Initiatives: 3

- CAV routinely loans the local Air Force units a company-owned forklift to download water pallets off of flat bed trucks to assist with ensuring supplies stay replenished.
- CAV repaired the 387<sup>th</sup> Comm squadron and CE vehicles and changed tires on the 387<sup>th</sup> Supply truck.
- The CRSP yard contacted CAV about a box of portable scales that was found in the holding yard. CAV worked with PMEL at IUD for the disposition of these scales, identifying that the ultimate owner is a unit located in Iraq.

c. Overall Comments

CAV Int'l moved 34,787 passengers, 10,098 tons of cargo and baggage on 784 missions in the month of September. CAV continues to provide quality service to the military personnel in the AOR, allowing AMC mission requirements to be met on a consistent basis. This team of professionals continues to foster a productive working relationship with the host base support group, as well as the host nation personnel they work alongside daily.

2. Please direct any questions to the undersigned at 314-479-4215.



JAMES E. THOMPSON III, 1Lt, USAF  
Contracting Officer