



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
IMCOM DIRECTORATE – TRAINING  
HEADQUARTERS, UNITED STATES ARMY GARRISON  
1 KARKER STREET, MCGINNIS-WICKHAM HALL, SUITE 5900  
FORT MOORE, GEORGIA 31905-5054

AMIM-MOL-SA

18 January 2024

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison – Fort Moore Ride-Share Policy

1. REFERENCES:

a. Department of Defense (DoD) 5200.08-R, Physical Security Program, 9 Apr 2007, Incorporating Change 1, 24 January 2019.

b. Army Regulation 190-13, (The Army Physical Security Program), Chapter 8, 27 June 2019.

2. PURPOSE: To establish policies and procedures for ride-sharing services (Uber, Lyft, etc.) and accommodating the general public and military community transportation onto the installation. This policy is specifically for Ride-sharing only. It is not for any other product delivery or sales.

3. BACKGROUND: Prior to this policy letter, there was only one authorized (AAFES Contracted) installation Taxi service. Ride-share drivers (Uber, Lyft, etc.) were denied access and occupants wanting to utilize a ride-share, were dropped off at the Lindsey Creek Visitor Control Center to call for authorized installation Taxi service to reach their final destination. Lindsey Creek Visitor Control Center is the designated drop off point to be picked up by authorized installation Taxi service. Ride-sharing services have been "geo-fenced" by the corporations and would require those companies to remove the geo-fencing in order for this policy to take effect. Current Groome procedures remain in effect. Current AAFES Contracted Yellow Taxi procedures remain in effect.

4. Actions for Ride-Sharing Agents:

a. Non-DoD personnel:

(1) Non-DoD personnel will be required to visit the Lindsey Creek Visitor Control Center (VCC) to be vetted IAW AR 190-13 para, 8-12 for car-sharing services. Ride-sharing agents wishing to be vetted prior to arrival at the VCC may use the Ride-Share QR Code. The QR Code will allow the Ride-sharing agent to receive a SMS text message response if they are approved or denied for a pass. The ability to pre-register using the QR Code will allow Ride-sharing agents the ability to process through the VCC faster and alleviate long wait times.

(2) Ride-sharing agents who have derogatory information in their National Crime Information Center Interstate Identification Index (NCIC-III) related to the Army Adjudication Standards will be denied a pass.

(3) Ride-sharing agents who pass the NCIC-III will be checked against other contracts and/or AIE Cards they may currently possess. If the Ride-sharing agent is found to have an AIE Card (DPW, MWR REC, SURVIVOR, etc.) the AIE Card will be "punched" with a specific hole puncher at the top right side of the AIE Card by VCC DASGs. This punch will alert Department of the Army Security Guards (DASG) and Borrowed Military Manpower (BMM) at the ACP and Police on the installation that the vehicle operator is also allowed to be an active Ride-sharing agent. The use of the punch allows already vetted AIE Card holders the ability to provide an additional service to the installation with undergoing additional vetting requirements while in possession of a valid AIE Card.

(4) Ride-sharing agents who pass the NCIC-III and do not have other contracts and/or AIE Cards in their possession will be processed for a short term AIE Ride-sharing pass not to exceed 7 days at a time. Ride-sharing agents who perform Ride-sharing services without issue for 90 days may request a Ride-sharing AIE Card for up to a year and renewable annually at the Contractor Badge Office (Bldg. 1697). DASGs at Bldg. 1697 will verify the status of the Ride-sharing agents and issue a Ride-sharing AIE Card if appropriate.

b. Personnel possessing DoD identification cards:

(1) Service members should follow applicable Commander's guidance for off duty employment.

(2) Ride-sharing agents are considered contractor work. IAW AR 190-13 para, 8-2(c) If a retiree, or DoD ID card holder, wishes to gain employment on the installation as a contractor, then that person's "status" will change to contract employee, which triggers the requirement for an employment background check (Ride-sharing companies do their employment background check) and an NCIC-III check for access to the installation.

(3) If a Ride-sharing agent is a Military Service Member, a letter of approval for off-duty employment from their chain of command (CoC) will be taken to Bldg. 1697. The DASG's at Bldg. 1697 will verify the approval memorandum, the Ride-sharing approval from the company and issue a Ride Share AIE Card. The Ride Share AIE Card is linked to the AIE Profile of the CAC and may assimilate the expiration of the CAC. The Ride-sharing agent will not be authorized to use SELF SCAN lanes and or Trusted Traveler while in performance of Ride-sharing. The service member will show their Ride Share AIE card when accessing the installation.

c. If a ride-sharing agent is in possession of:

- DoD CAC
- DD Form 2S (RES) (Armed Forces of the United States Geneva Conventions Identification Card (Reserve)(Green)); DD Form 2S(RET) Blue (United States Uniformed Services Identification Card (Retired)(Blue)); or DD Form 2S (RES RET) (United States Uniformed Services Identification Card (Reserved retired) (Red))
- DD Form 1173 (Uniformed Services Identification and Privilege Card);
- DD Form 1173-1 (Department of Defense Guard and Reserve Family Member Identification Card)
- DD Form 1173-1S (PRIV) (United States Uniformed Services Identification and Privilege Card) (Reserve Dependent) (Red); or DD Form 1173S (PRIV) (United States Uniformed Services Identification and Privilege Card (Dependent) (Tan)).
- DD Form 2765 (Department of Defense/Uniformed Services Identification and Privilege Card) (Tan)
- US Government issued authenticated Federal PIV credentials
- Transportation Worker Identification Credential (TWIC)
- Veterans Health Identification Card (VHIC)

(1) The holders of the above listed cards “status” will change to contract employee, which triggers the requirement for an employment background check (Ride-sharing companies do their employment background check) and an NCIC-III check for access to the installation.

(2) The holders of the above listed cards will go to Bldg. 1697. The DASGs at Bldg. 1697 will verify the type of ID, the Ride-sharing approval from the company and issue a Ride Share AIE Card for one year or expiration of their card. The Ride Share AIE Card is linked to the AIE Profile of the card holder. The Ride-sharing agent will not be authorized to use SELF SCAN lanes and or Trusted Traveler while in performance of Ride-sharing. The card holder will show their Ride Share AIE card when accessing the installation.

d. Foreign Nationals are not authorized to perform Ride-sharing services on the installation.

5. Installation access procedures for Ride-Share:

a. Ride-Sharing agents will adhere to operation Slow Down (OSD) during the appropriate times and areas as posted.

b. Ride-sharing agents will not carry a firearm(s) on their person or vehicle while in the performance of their services.

c. Ride-sharing agents must have valid state registration, driver's license, insurance and have a visible appropriate Ride-Share service placard or light.

d. All Ride-share agents and vehicles will be clean and in safe operation. Worn tires, faulty safety equipment and broken wind shields may result in vehicles being turned around regardless of status.

e. Ride-sharing passengers with valid ID (CAC, MIL, AIE Card/Pass, etc.) do not need to stop at the VCC. If the Ride-sharing agent and all passengers over the age of 18 have valid IDs, they may enter at any open Access Control Point (ACP). Ride-sharing agents must enter through an outer lane and provide the DASG/BMM all IDs to include their Ride Share Card/Pass. The DASG/BMM will scan all IDs in AIE and verify their pick up/drop off destination.

f. Ride-sharing agents will be responsible to verify that passengers who are 18 years or older are in possession of a REAL ID valid picture identification card (REAL ID driver's license, state identification, passport, etc.). Identification which states "not valid for federal purposes" or "nor valid for federal use" are not valid REAL IDs. Those passengers would need to bring additional documentation to the VCC when they request a pass. Ride-sharing agents may request a copy of acceptable additional documentation to keep in their vehicles from Bldg. 1697.

g. Passengers of ride-sharing services who possess an authorized DoD identification for access will not be in a Trusted Traveler status. Any passenger without a valid ID (CAC, MIL, AIE Card/Pass, etc.) must stop at the VCC and process for a pass.

h. All Foreign National Passengers (Regardless of status) must process through the VCC when entering through a Ride-sharing service.

i. Ride-sharing services may be suspended under higher force protection or health conditions.

j. Ride-sharing agents found in violation of this policy or other MCOE policies, regulations, state or federal laws will have their installation ride sharing and/or access privileges terminated.

6. Uber/Lyft services are independent companies that are not government sponsored entities. The protection measures for grievances and complaints against Uber/Lyft drivers or services are through the following measures:

a. Service Issue:

(1) Passengers and Ride-sharing agents who have a grievance/complaint as a

AMIM-MOL-SA

SUBJECT: United States Army Garrison – Fort Moore Ride-Share Policy

result of their Ride-share experience should initially submit the concern through the appropriate Ride-share APP used for the request. If the Ride-share service does not respond and/or the response does not address the grievance/complaint, passengers may submit the matter to the Better Bureau (BBB).

(2) Contact our local BBB and initiate a complaint. Office: 706-324-0712, 500 12<sup>th</sup> Street / P.O. Box 2587, Columbus, GA 31902 , [bbb.org](http://bbb.org).

(3) Fort Moore Interactive Customer Evaluation (ICE)  
[https://ice.disa.mil/index.cfm?fa=site&site\\_id=256](https://ice.disa.mil/index.cfm?fa=site&site_id=256) or discuss with your Unit Leadership. These are independent businesses operating on post that are not government entities or contractors. Examples include Uber, Lyft, Pizza Delivery Companies, Amazon, etc. Customers should focus service complaints with the company or BBB for activities like this because the federal government has limited authority over their activity. U.S. Army leaders can attempt to negotiate with these businesses on behalf of their Soldier, but they have no direct authority over them.

b. Criminal:

(1) Passengers and Ride-sharing agents who are a subject or witness to a criminal complaint on or off post should call 911.

7. The point of contact for this memorandum is [matthew.m.dillon.civ@army.mil](mailto:matthew.m.dillon.civ@army.mil) at 706-545-8065.

Encls

  
COLIN P. MAHLE  
COL, IN  
Commanding

DISTRIBUTION:

A

