



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
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**JAN 14 2025**

MEMORANDUM FOR See Distribution

SUBJECT: Garrison Commander's Policy Memorandum No.23: Ride-Sharing Services

1. References:

- a. Department of Defense (DoD) 5200.08-R, Physical Security Program, 9 Apr 2007, Incorporating Change 2, 19 October 2020.
- b. Army Regulation 190-13, (The Army Physical Security Program) Chapter 8.
- c. Directorate of Emergency Services (DES), Fort Eisenhower-Gillem Enclave Access Control SOP, 7 October 2021.

2. Purpose: To establish policies and procedures for ridesharing/food delivery services (e.g., Uber, Lyft, Door Dash, etc.), and accommodating the general public and Military community transportation onto the Installation. Vetting procedures will be IAW AR 190-13 para, 8-12 for car-sharing services.

3. Actions for Ride-share agents:

a. Non-DoD Personnel:

(1) Non-DoD personnel will have to visit the Visitor Control Center (VCC) during normal operating hours for access credential.

(2) Personnel requesting to provide services as a ride-share agent will have to meet the requirements for vetting prior to having access to the installation.

(3) Ride-share agents who meet the pass requirements of the background check at the VCC KIOSK will only be issued a six month pass for access at a time.

(4) Personnel who do not meet the requirements for access will be denied IAW Standard Operating Procedures.

b. Personnel possessing DoD identification cards:

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

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(2) If requesting personnel is a Military Service Member, a letter of approval for off-duty employment from their Chain of Command (CoC) will be furnished to the VCC personnel for Automated Installation Entry (AIE) Credential.

(3) DoD identification cards will not be an authorized credential for access when performing ride share services on the installation. This applies to Service Members of all components, Family Members, Retirees, DoD Civilians, and DoD Contractors.

(4) All DOD ID card holders requesting to perform these services will go through the vetting procedures in accordance with AR 190-13 para, 8-5 and issued a six-month pass.

4. Installation access procedures for Ride-share:

- a. Pickup and drop-off access is authorized at all Installation Access Control Points.
- b. Personnel must identify themselves to the Access Control Guard (ACG) as a ride-share agent.
- c. Ride-share agents will have to show their pick-up or drop-off destination via their employer's cellular app even when in possession of a valid AIE credential.
- d. All ride-share vehicles must have valid state registration, insurance, and must have the appropriate placard visibly placed on their vehicle for visual identification by the ACG.
- e. Passengers of ride share services who possess an authorized DoD credential for access will not be identified under the trusted traveler program requirements for access.
- f. All passengers must have a valid DoD or authorized Fort Eisenhower AIE credential for access.
- g. These services will be terminated under FPCON Charlie and Delta security conditions.
- h. Ride share agents who are found in violation of these requirements will have their Installation access privileges terminated for this service under the Senior Commander's good order and discipline doctrine.

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5. The point of contact for this memorandum is Mr. Sylvester Jeffrey, Physical Security Supervisor at (706) 791-5552 or Sylvester.j.jeffrey.civ@army.mil.



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