

## **Fort Knox Gate Operating Procedures Frequently Asked Questions**

**Q: Why do you need my social security number to get a pass?**

A: The SSN is needed to conduct a criminal background check and to create a pass in the Automated Installation Entry (AIE) system.

**Q: Why do I keep getting picked for random inspections?**

A: The Random Anti-terrorism Measures (RAM) inspections are random and are performed frequently throughout the day. Its possible someone could be unintentionally picked at random, multiple times in a week.

**Q: Why do you check my license, registration, and insurance when the other guards don't?**

A: All guards are required to check license, registration, and proof of Insurance for all commercial vehicles including taxis, Ubers, Lyfts, etc. Driving a personal vehicle on a military installation is a privilege granted by the installation commander. Persons who accept this privilege must have a valid state driver's license, proof of registration, and valid proof of insurance, which are all checked randomly to ensure people are in compliance (per AR 190-5 Chapter 2).

**Q: Why do you check the back of my van/pickup truck?**

A: All guards are required to check the backs of vans, box trucks, pickup trucks with closed caps, and trailers, to ensure there are no unauthorized items/personnel entering the installation.

**Q: Why do you need my phone number?**

A: The phone number is required on the sign in sheet to be granted access to Fort Knox so an individual can be contacted in the event of an emergency, or if there are any issues that arise.

**Q: Why do you only have one lane open when you have two guards?**

A: One guard must remain in an over watch position in the event of an emergency. This is in compliance with local SOPs.

**Q: Why does Chaffee Gate only have 3 lanes open instead of 4 lanes during rush hour?**

A: We are not currently staffed to support opening all lanes simultaneously.

**Q: Why does my navigation send me through Fort Knox when I'm trying to go to the Patton Museum?**

A: The Patton Museum entrance used to be on the installation, but it has since been relocated to an external gate located off Highway 31W.

**Q: Why doesn't my card scan when I put it right at the indicator line?**

A: The line is from the old system. Now, the card must be placed 1-2 inches below that line to work with the new system.

**Q: Why do I need a pass to enter Fort Knox?**

A: Fort Knox is a military installation, so all personnel entering must be vetted to protect national security and the Soldiers, civilians and Family members who work and reside here.

**Q: Why do I need a Real ID, or two forms of photo ID, instead of just a regular license to get a pass to enter Fort Knox?**

A: It is a legal requirement to have two forms of ID if you do not have the Real ID, there is a list of approved forms of secondary ID on the Fort Knox website.

**Q: When will they start letting individuals use their Real ID's instead of needing passes to enter Fort Knox?**

A: Real ID's will not automatically grant access to military installations by themselves. A criminal background check is still required to receive a pass.

**Q: Why is traffic always backed up?**

A: Our aim is to be as expedient as possible while maintain proper security procedures. The IMCOM standard is 15 minutes and we are well below that.

**Q: Why does the light stay red when I scan, and the arm goes up?**

A: If a pass is scanned before the arm comes down all the way and completes its cycle, it may pop back up while leaving the light red. This runs a risk of the arm coming back down and striking a vehicle passing under it when it is still red. Please wait until the arm comes all the way down to scan your pass.

**Q: Why does my VA Card not work to enter Fort Knox? (Without a pass)**

A: The VA Card still needs to be registered at the Visitor Control Center. Once a criminal background check is completed and passed, a one-year pass can be linked to a VA Card. The VA Card itself is only a valid ID to use for the VA healthcare system.