

USTRANSCOM Personal Property Advisory # 24-0045

Date: 21 February 2024

From: USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

To: All Department of Defense (DOD) Approved Transportation Service Providers (TSPs)

Subject: Minimum Performance Score (MPS) for 2nd Performance Period (PP) 15 May – 31 July 2024

1. This message provides notice to TSPs of the MPS set for 15 May – 31 July 2024 PP.
2. MPS for each market:
 - 2.1. dHHG – **50.30**
 - 2.2. iHHG – **48.39**
 - 2.3. iUB – **51.93**
3. Appeals for all three (3) components of BVS, (Customer Satisfaction Survey (CSS), On-Time Performance (OTP) and Claims (Late Payment and Claims Survey) for 15 May – 31 July 2024 PP have been adjudicated, and updated in the CSS Tab, and are final.
4. The Traffic Distribution List (TDL) will go live NLT 11 April 2024
5. BVS Mean Scores after appeals process:
 - 5.1. CSS – dHHG – **76.49**; iHHG – **81.60**; iUB – **86.06**; OTO – **80.37**
 - 5.2. OTP (PU and Delivery):
 - 5.2.1 PU – dHHG – **93.56**; iHHG – **94.56**; iUB – **97.18**; OTO – **82.00**
 - 5.2.2 DEL – dHHG – **89.77**; iHHG – **90.17**; iUB – **78.96**; OTO – **74.69**
 - 5.3. Claims (Late Payment and Claims Satisfaction Survey):
 - 5.3.1 Late Payment – dHHG – **84.81**; iHHG – **65.04**; iUB – **81.35**; OTO – **89.83**
 - 5.3.2 Claims Survey – dHHG – **53.36**; iHHG – **55.76**; iUB – **84.08**; OTO – **77.64**
6. Any questions/concerns can be emailed to the Customer Satisfaction Survey Section: transcom.scott.tcj9.mbx.pp-css@mail.mil.
7. This message was approved for release by the Deputy Director, Defense Personal Property Management Office, (TCJ9-D).