

USTRANSCOM Personal Property Advisory # 22-0022

Date: 13 January 2022

From: USTRANSCOM Defense Personal Property Management Office (TCJ9), Scott AFB, IL 62225

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

Subject: Mean Scores for 15 May - 31 July 2022 Performance Period (PP)

- 1.** This message provides notice to TSPs, the mean scores for 2nd PP 15 May - 31 July 2022, IAW USTRANSCOM, Personal Property Advisory 22-0016.
- 2.** Below are the following Mean Scores:
 - 2.1. dHHG – **92.82**
 - 2.2. iHHG – **88.57**
 - 2.3. iUB – **92.74**
 - 2.4. OTO – **85.98**
- 3.** Customer Satisfaction Survey Scores for the 15 May - 31 July 2022 PP is available for review in the CSS Report Viewer.
- 4.** Any questions/concerns can be emailed to the Customer Satisfaction Survey Section: transcom.scott.tcj9.mbx.pp-css@mail.mil.
- 5.** This advisory was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).