

USTRANSCOM Personal Property Advisory # 21-0023

Date: 09 January 2021

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 and CSS Appeal Extension for the 15 May - 31 July 2021 Performance Period (PP)

1. This message provides notice to TSPs, the mean scores for the 15 May - 31 July 2021 PP, IAW USTRANSCOM, Personal Property Advisory 21-0018.
2. Below are the following scores:
 - 2.1. dHHG – 93.37
 - 2.2. iHHG – 89.91
 - 2.3. iUB – 92.19
 - 2.4. OTO – 87.92
3. Customer Satisfaction Survey Scores for 15 May - 31 July 2021 PP is available for review in the CSS Report Viewer.
4. The deadline to submit an appeal has been extended to 1200 CST on 13 Jan 2021.
5. This message was approved for release by the Chief of Operations, Defense Personal Property Program, TCJ9.

