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**Defense Personal Property Program (DP3)
 Executive Working Group (EWG)
 Meeting Minutes
 21 March 2022**

NOTICE

United States Transportation Command (USTRANSCOM) organized the DP3 EWG to foster meaningful dialog between personal property senior leaders within the Department of Defense (DoD) and Industry. The DP3 EWG gathers annually as a non-decisional and non-contractual forum, with the goal to share information across the DP3 enterprise. The EWG convened on 21 Mar 2022 to discuss preparations for the 2022 moving season and share overall program changes for consideration. A complete list of meeting participants is located at Enclosure 1.

MEETING SUMMARY

1. **Opening Remarks.** VADM Dee Mewbourne, Deputy Commander, USTRANSCOM opened the session by welcoming participants and thanking them for their attendance, time, and participation. VADM Mewbourne advised EWG members he understood the economic concerns and capacity shortfalls experienced in 2021 are looking similar to the 2022 moving season. He expressed appreciation for industry's commitment and service to the DoD customer and looked forward to the dialogue ahead. COL Marshanna Gipson, Deputy Director for Operations, Defense Personal Property Management Office (DPMO), then reviewed the 2021 moving season.
2. **2021 Moving Season Review**
 - a. **Action Item Review.** COL Gipson reviewed previous EWG action items and offered a proposed change going forward. DPMO leadership identified several previous action items as not measurable and recommended transitioning them into enduring guiding principles. COL Gipson reviewed the guiding principles and affirmed all future EWG action items would be actionable and measurable. Uncontested during the session, DP3 EWG guiding principles follow:
 - **Standardization:** Continue to standardize the program for industry, PPSOs, and customers.
 - **Messaging:** During COVID, we found messaging is essential. A better-informed customer, our North Star, is better prepared to understand and act during the PCS process.
 - **Added Value:** DPMO will continue to look for processes that add value to the customer and program and remove processes that are redundant or do not add value.
 - **Optimization:** DPMO will continue to identify areas within the program where the U.S. Government can adjust to optimize capacity.
 - **Quality:** Our first and foremost endeavor in all we do is to ensure there is quality capacity at the curb so that our customers have a positive moving experience.

COL Gipson then reviewed the five remaining 2021 EWG action items, two of which were recommended for closure and were closed uncontested (listed in Enclosure 2). The remaining three action items remain open, along with four new additions (listed in Enclosure 3).

- b. **2021 Moving Season "At a Glance."** COL Gipson gave a brief overview of the household goods (HHG) and privately owned vehicle (POV) annual shipping volumes and related customer satisfaction survey results. HHG & POV shipment volumes had increased from 2020 to 2021, while customer satisfaction scores (CSSs) decreased for HHG and increased for POVs.



COL Gipson recognized the labor shortages, port issues, unforeseen economic impacts, and other systematic issues led to capacity constraints. She followed with a note the capacity shortfalls led to enterprise frustrations across the board, primarily due to late deliveries and resultant inconvenience claims (IC). IC rates had significantly increased from 2020 to 2021.

Annual Metrics	2020	2021
HHG shipments	294,209	313,708
HHG CSS	96.19%	94.85%
IC (HHG)	1.6M / 2,609	6.97M / 12,596
POV	59,959	64,071
POV CSS	99.8%	99.9%

3. **Look Ahead.**

- a. **2022 Epidemiology Forecast.** Lt Col Christopher Cieurzo, Chief, Patient Movement Operations Division, USTRANSCOM, provided an Epidemiology report with data available as of 21 Mar 2022. Lt Col Cieurzo advised there were 460 million confirmed COVID cases and over 6 million deaths worldwide. While the seven-day moving average was down over the previous week, the Omicron subvariant was slowly increasing in prevalence across the U.S., and China and Europe were struggling as well.

Lt Col Cieurzo followed with messaging the vaccine continues to protect from hospitalization and severe illness. Cases seem to be plateauing after a brief rise in the Pacific; Europe’s increase is a bit concerning as it tends to be a leading indicator for the U.S; and U.S. cases were decreasing but the decrease was beginning to level off. The takeaway was there is diverging expert opinions about whether the new Omicron variant could drive another surge in cases in the U.S. We will need to wait and see.

- b. **2022 Moving Season Changes.** COL Gipson opened the dialogue with a brief review of the 2022 business rule changes and completed her brief with healthy dialogue from industry pertaining to the transit time changes.
 - 1) The 2022 business rules were coordinated with industry and the Services prior to being finalized on 4 Nov 2021. Rules were crafted and implemented with the customer in mind. Industry did not raise any concerns about the 2022 business rules, which were published on the USTRANSCOM website late Nov 2021 in preparation for the 2022 rate filing.
 - 2) In 2021, the enterprise recognized, due to supply chain challenges, many transit times were unattainable and did not provide the customer a realistic expectation as to when they should expect to receive their shipment. Further, this was a point of significant frustration for customers and PPSOs servicing them. In 2022, DPMO hosted several working group meetings with all Military Departments to conduct a transit time review, devise a repeatable process, and update transit times in a logical systematic way. The working group collectively reviewed when the shipments transited during 2021 and used this information as our starting point to make the following adjustments, effective on 8 Mar 22:

International Review	18,468 channels reviewed	7,199 adjusted, increased by 1 up to 82 days
Domestic Review	57 rate areas reviewed across 15 domestic regions	Increased by 6 up to 24 days



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- 3) Mr. Danny Martinez, Chief, Systems Division, DPMO, provided EWG members with an update on the forthcoming DPMO CSS reform initiative; put in place to increase survey response rates, standardize processes, ease customer frustration, and ensure DoD receives the best available data.

By 15 May, DPMO will use a separate contract, Echo, to send out/receive surveys, and DPS surveys for new customers will be disabled to avoid duplicate surveying. After addressing several questions, Mr. Martinez closed, leaving industry with four key takeaways:

- a) the questions will remain identical to the six DPS questions measuring TSP performance
- b) industry will still be able to see their CSS results in DPS
- c) DPMO will continue to provide industry updates on this initiative
- d) DPMO will continue to review, ensuring we maximize return rates and adjust as needed

c. 2022 Moving Season Forecast.

- 1) COL Gipson outlined anticipated DoD requirements by briefing shipment forecasts. DoD anticipates 290,534 moves during the 2022 moving season based on a summary of anticipated collective PCS orders. This is slightly lower than our 3-year average and our 2021 mark (313,000). COL Gipson closed her brief by noting when the DoD exceeded the voluntary goal of not more than 9,000 shipments per week in 2021, CSS rates fell, and 2022 projections are expected to remain below this threshold.
- 2) Dr. Christopher Ferris, Training and Initiatives Division, DPMO, provided a forecast on non-DoD moves. Dr. Ferris noted the expected continued high demand for domestic private sector move services and industry capacity constraints, suggest there will be little, if any, additional capacity to service DoD moves.

d. 2022 Communication and Outreach. Ms. Melissa Jordan, Chief, Strategic Engagements Division, DPMO, provided highlights of the 2022 communication plan with an emphasis on the perspective of the customer. All items we produce are crafted through a customer's lens regarding what they need to know and do to plan their move. She noted a consistent increased stride in producing key and aligned messaging via the following:

- 1) website transition from move.mil to militaryonesource.com with a note of thanks to OSD for assisting DPMO in this transition to provide DoD customers a one-stop point for all their relocation needs
- 2) consistent dialogue with the Personal Property Relocation Advisory Panel, which is comprised of volunteer family members who serve as PCS Advocates
- 3) significantly more fact sheets, based on industry and family advocate recommendations
- 4) partnership with Family Readiness Centers for consistent messaging across all lanes
- 5) continuous dialogue with the TRANSCOM Public Affairs (PA) department as they release annual guidance to all Military Branch of Service PA staffs

4. Topic Briefs/Discussion.

a. Health of the Industry.

- 1) Mr. Kevin Myers, National Defense Transportation Association (NDTA) Household Goods Subcommittee Chair, opened the discussion by thanking DoD leaders for the transit time



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extensions and reweigh business rule adjustments. He then facilitated the remaining industry dialogue.

- 2) Mr. Tim Helenthal, National Van Lines, provided a domestic perspective: industry faces most of their challenges during peak season and demand for non-DoD moves continues to show strength. The DoD market competes for the “boots on the ground” agents & labor, warehouses, and trucks and there is no consolidated data or single command and control to show what the total capacity is for DoD. Industry has preferred agents and, when they are full, blacks out their availability to protect quality for our customers and their CSS scores. Our collective effort must be focused on how to grow capacity, as we all face the following challenges:
 - a) workers are limited, marginable at the macro capacity level
 - b) drivers continue to retire or transition employment, i.e., go to Amazon (more regular home time, etc.)
 - c) uncertainty over the Global Household Goods Contract role
 - d) volatile environmental costs, i.e., labor, trucks, warehouse space, fuel, packing, lumber

DoD trade off considerations could be realized with regards to shipment refusals, blackout granularity, origin or destination Storage in Transit (SIT) allowance depending on individual DoD customer circumstance, compensation for long delivery out of SIT, and allowing TSPs to use non-DoD approved SIT facilities.
- 3) Mr. John Burrows, DeWitt Transportation Services, provided an international perspective. Mr. Burrows opened with an appreciation to the DoD for the invitation to participate, 2021 packing surcharge and refusal policy, and transit time adjustments. He affirmed when looking forward, the environment has not changed. The economic volatility in the domestic market parallels in the international market, but he also added the time constraints - what used to take days or weeks is now taking months for a part to repair a truck. He concluded with several recommendations:
 - a) continuation of refusal policy
 - b) allow deliveries on Saturday and authorize overtime for agents on the weekend
 - c) in reference to codes T (HHG) & J (UB) shipments and the change of aerial port from McGuire, and Dover – there should be an equitable adjustment for that change – extra drive time, etc.
 - d) consideration of fuel surcharge for the international market
- 4) Mr. Chris Lantz, Bekins, provided a non-temporary storage (NTS) perspective. Mr. Lantz again affirmed 2022 operations will be worse than 2021 and advised base access differences has made it difficult for some agents to enter. He confirmed costs are a significant factor in the NTS business and refusals would help greatly, as they would lessen the cost of IC, which may occur due to the unknown such as an employee getting COVID or a truck breaking down. Mr. Lantz closed his brief stating one of the largest packing material providers provided notice to industry on 15 Apr, that packing material costs would be increased due to the rising expenses associated with fuel and transportation.
- 5) Ms. Jeanette Homan, Lambert Enterprises, Inc, provided a small business/NTS perspective. Ms. Homan agreed with the previous industry comments and centered her brief on labor costs. She noted, since 2021, she had given her staff bonuses, raises (twice), and double time pay on Saturdays to retain them. With these measures, her labor costs have increased 38%.



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She closed her brief with notice that third party service providers and others in the moving business will be required to do the same as they face the same challenges.

- 6) Mr. Rod Mallette, International Auto Logistics, provided a privately owned vehicle perspective. Mr. Mallette acknowledged the surge season has been the same every year since 2015. In 2021, IAL partnered with DPMO and the USTRANSCOM Acquisitions Department to accomplish financial transitions requiring changes to their billing system and all changes were on time and within budget. In 2022, he noted carriers are operating with fewer ships, lengthier ocean transit times, and regional port congestions. These concerns coupled with COVID, labor shortage, and fuel costs make it clear there is no projection for an end state of resolve. Mr. Mallette closed advising IAL welcomes continued collaboration and will address environmental challenges internally before reaching out to USTRANSCOM for assistance.
- 7) Mr. Craig Hymes, NDTA Senior Vice President of Operations, closed the Health of the Industry with a thank you to Mr. Kevin Myers for facilitating the dialogue. Mr. Hymes noted many important issues were presented and NDTA was appreciative to participate in the dialogue. He closed by reminding attendees of the Fall meeting coming up in St. Louis, the opportunity for additional workshops and training with emphasis the kind of topics presented during the EWG are the kind of topics NDTA attendees want to hear.

b. ***Government Perspectives.***

- 1) RADM Alvin Holsey, Deputy Chief of Navy Personnel, thanked everyone for the participation and dialogue. RADM Holsey affirmed, in the last several months, his staff has had a chance to sit in several meetings and are aware it will be a challenging peak season. In closing, he advised the Navy has a 24-hour call center and welcomed industry to remain in touch if there is anything he can do to support the partnership.
- 2) BGen Adam Chalkley, Director of Logistics, Plans, Policy, & Strategic Mobility, United States Marine Corps echoed it was great to have an opportunity to huddle, hear from industry, and find ways to collaborate. He added all the situations discussed will occur this summer. BGen Chalkley closed reaffirming the session was good, informative, and very much appreciated from the Services to help at least prepare them for what they will experience over the course of moving season from the DoD customer.

c. ***USTRANSCOM Data Brief.*** Brig Gen Safranek Director, DPMO, opened the discussion by advising an industry CEO brought to his attention differences existed between DPS data and the company's data. The DPMO Analytics Team scrubbed both sets of data and found two different systems with the same agreed upon parameters resulted in two different sets of data—only 88% of the data matched. Brig Gen Safranek closed his brief with few key takeaways:

- 1) DPS must be the system of record
- 2) Potential to increase data accuracy by offering grace period for back-dating delivery times
- 3) Process must contain some check and balance to account for potential of unethical reporting
- 4) Potential Solution: Modify DPS to permit three-day window after required delivery date for reporting delivery times

5. ***Open Discussion.*** Brig Gen Safranek opened the session by asking, "How do I go from generalized guidelines to actionable items going forward?" The resulting dialogue resulted in several industry recommended action items (listed in Enclosure 3).



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Industry sought clarifications, such as citing some agents were still receiving GBLs with the rate blacked out. DPMO leadership responded this should not be happening and to reach out to us if it is.

There was substantive discussion on conditions regarding the IC process and when an IC may or may not be considered for payment. DPMO leadership responded the exact requirements for the process are in the Tender of Service, with note that industry can appeal an IC decision through USTRANSCOM.

Industry also shared concerns regarding possible rate skimming within the payment from the Government to the TSP to the agent. DPMO leadership responded these types of matters are not for Government intervention but should be covered in the contract between the TSP and the agent.

Industry closed their open discussion with a recommendation: DP3 EWG enduring items could stem from identifying areas where additional compensation would provide tangible and actionable quality at the curb.

Government leaders in attendance closed with a uniform appreciation for the invitation to participate, the valuable discussion received, and the support the support that industry continues to provide.

6. **Capture 2022 Action Items & Closing Remarks.**

- a. **Action Items.** COL Gipson captured the 2022 action items (listed in Enclosure 3).
- b. **Closing Remarks.** VADM Mewbourne closed the session with an appreciation to attendees for their time and participation, following up with a confirmation it was a very productive EWG with substantive comments and dialogue. He then emphasized need for continued dialogue for this very complex industry sector. He closed the session acknowledging USTRANSCOM is taking back several action items and requests for information, confirming DPMO will research them and respond to industry accordingly.

7. **DP3 EWG Adjourned.** To submit updates or corrections, please contact the USTRANSCOM TCJ9-SE point of contact, Ms. Mary Beth Varner at transcom.scott.tcj9.mbx.ppcf@mail.mil.



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Enclosure 1: Meeting Participants

USTRANSCOM

VADM Dee Mewbourne
 Col Christopher Noe
 Brig Gen Joel Safranek
 COL Marshanna Gipson
 Col William "Skip" Schoen
 Mr. Daniel Martinez
 Ms. Melissa Jordan
 Ms. Jayne Arentsen
 Lt Col Cody Honeycutt
 Dr. Christopher Ferris
 Mr. Scott Matthews
 Ms. Jill Smith
 Mr. Andrew McClain
 Mr. Dave Jones
 Ms. Rosia Lindsey
 Ms. Mae O'Hori
 Mr. Dan Schuster
 Ms. Aysu Cesmebasi
 Ms. Tamara Thouvenot
 Ms. Lisa Gross
 Ms. Terri Dilly
 Lt Col Christopher Cieurzo
 COL Andras Marton
 Mr. Peter Ries
 Lt Col Melissa Rativa
 Mr. Andy Kaiser
 Ms. Mary Beth Varner
 Mr. Mike Quinn
 Ms. Melanie Kilper
 Ms. Mekia Bradley
 Mr. Adam Sinclair
 Ms. Kristen Johnson-Barnat
 Mr. Jon Uhde

USAF

Maj Gen Linda Hurry
 Col Bradford Coley
 Col Craig Panches
 Mr. Mike Topolosky

USCG

CAPT Randy Meador
 Mr. Webb Moore

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 Mr. Robert Powers
 Mr. Gene Thomas
 Mr. Dan Reilly
 COL Heather Carlisle
 Mr. Robert Haverback
 COL Courtney Abraham
 Lt Col Lara Styles-Smith
 Mr. Robert Steinrauf

USN

RADM Alvin Holsey
 Mr. James Barnard
 CDR Matthew Mooshegian
 CAPT Melanie Hao
 CAPT Steven Friloux
 Ms. Elizabeth Haldeman
 Mr. Jay Yerkey
 CAPT James Roberts

USMC

BG Adam Chalkley
 Mr. Jim Meersman
 LtCol Christopher Gilmore
 Mr. Fred Hyden
 Mr. Brian Imler
 Mr. Kerry Cerny
 LtCol Kerry Hogan

GSA

Mr. George Thomas

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Industry:

Attendee	Role	Organization	Telephone
Mr. Chad Queeney	Vice President	Affiliated Movers of Oklahoma City	757-761-5710
Mr. Chris Lantz	Senior VP of Operations	Bekins Moving Solutions	630-658-0030
Mr. Lacy Brakefield	President	COVAN	334-685-4866
Mr. John Burrows	President	DeWitt Transportation Services	858-560-1690
Mr. Oded Carmi	President	DN Van Lines	800-516-6837
Mr. John D. Morrissette	President	Interstate	703-928-0150
Mr. Craig Carver	Director Business Develop.	Interstate Van Lines, Inc.	703-569-2121
Mr. Tim Helenthal	President	National Van Lines, Inc.	708-450-2900
Ms. Jeanette Homan	President	Lemoore	559-924-3314
Mr. Tim Helenthal	President	National Van Lines, Inc.	708-450-2900
Mr. Ed Graves	President	Quality Services Moving	703-906-0118
Mr. Mike Richardson	Vice President	Senate Forwarding, Inc.	904-278-0708
Mr. Steven McKenna	Vice President	Sirva, Inc.	630- 570-3996
Mr. Scott Kelly	President, Gov't Business	Suddath Companies	954-920-5445
Mr. Calvin Gerrein	Director of Gov Trans	Unigroup	636-305-5000
Mr. Brian Gallagher	CEO	Tier One	401-206-1979
Mr. Matt Connell	President	Total Move Management	904-739-7856
Mr. Dennis Paulley	President and CEO	Metro Van & Storage (NTS)	707-745-1150
Mr. Rod Mallette	Special Advisor to the Chairman of the Board	International Auto Logistics	423-914-3684
Mr. James Norcross	Senior VP, Agile Digital Sol.	CACI, International Inc.	703-867-9587
Mr. Everett Harper	CEO	TrussWorks	415-891-0828

National Defense Transportation Association:

Mr. Craig Hymes	Senior Vice President of Operations	703-751-5011
Mr. Kevin Myers	Household Goods Subcommittee Chair	904-694-4856



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Enclosure 2: Closed DP3 EWG Action Items, as of 21 March 2022

- 1) **Action Item:** Review the feasibility of executing a Non-Temporary Storage (NTS) rate re-negotiation or alternative courses of action. NTS Providers expressed concerns current rates did not account for the 1 July 2021 NTS Tender of Service (TOS) revision. **Response:** The 1 Jul 2021 TOS revision was not retroactive in nature and as such does not drive the need for a mass rate renegotiation. Additionally, IAW the business rules, providers can submit new rates quarterly and those new rates will apply when the shipment hits 4 years in the NTS life cycle. **Recommendation:** Close. **OPR:** TCJ9-O
- 2) **Action Item:** Coordinate with AMC to improve in-transit visibility of unaccompanied baggage and household goods shipments moving via MilAir. **Response:** DPMO reviewed associated business rules and systems utilized for Code J/T (MilAir) shipments, and discovered: 1) improvements to TSP's in-transit visibility of unaccompanied baggage and household goods shipments moving MilAir are limited as the data warehouse for these shipments is restricted to DOD personnel, 2) current process affords TSPs the ability to track port-to-port info provided TOS and International Tender is followed, 3) using the Transportation Control Number included with the Government Bill of Lading, TSPs/port agents may contact AMC Customer Service Branches (CSBs) at applicable Aerial Ports of Embarkation/Aerial Ports of Debarkation (APOEs/APODs) to assist with shipment tracking or other customer service-related issues, and 4) contact information for CSBs are provided in the International Tender. **Recommendation:** Close. **OPR:** TCJ9-T



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Enclosure 3: Open DP3 EWG Action Items, as of 21 March 2022

The following is the list of open action items, along with their status, and primary office of responsibility:

Previous Action Items Remaining Open (2021 & prior)

- 1) **Action Item:** Look at opportunities / risks of consolidated performance scores for move management companies. **Response:** DPMO will not implement in the 2022 Moving Season. We are assessing the means to implement consolidated performance scores for the 2023 Moving Season. The first step was completed with the release of PP Advisory #21-0045 on 16 March 2021, instructing TSPs to accurately disclose Move Management Companies (MMCs) in the Defense Personal Property System (DPS) no later than 15 May 2021. Providers have expressed concerns having multiple move managers and agents. An additional enabler will be delivered in DPS in the Spring (~18 Mar 22), allowing TSPs to assign the MMC at the individual shipment level. The enabler will aid us in reviewing data at the shipment level and assessing next steps for this recommendation. **Recommendation:** Remain Open. **OPR:** TCJ9-O
- 2) **Action Item:** In alignment with program transparency initiatives, provide visibility to POV metrics as part of the forthcoming customer facing dashboard (CFD) and data transition to Military OneSource. **Response:** POV Metrics are on track to be incorporated into the CFD Version 3.0 (July 2022). **Recommendation:** Remain Open. **OPR:** TCJ9-A
- 3) **Action Item:** During COVID-19, ensure DP3 industry is kept well informed of all government restrictions and policies (Messaging). **Response:** USTRANSCOM currently hosts bi-weekly Executive Order (EO) 14042 meetings with industry, and DPMO hosts weekly industry calls to pass COVID-19 related info. **Recommendation:** Remain Open. **OPR:** TCJ9-S.

New Action Items Added from the 2022 DP3 EWG

- 4) **Action Item:** Examine if there is a different way (other than once a year) to make rate adjustments, allowing rates to match changes in a dynamic operating environment.
- 5) **Action Item:** Review and determine whether to use economic and optimization levers to improve optimizing capacity and quality at the curb for the 2022 moving season? Below is a list of economic and optimization levers for consideration:
 - a. Permit transportation service providers (TSPs) to refuse shipments (optimization).
 - b. Permit TSPs additional DPS blackout options/functionality if refusals not permitted (optimization).
 - c. Permit TSPs Storage-in-Transit (SIT) at origin (optimization).
 - d. Permit TSPs to prioritize direct shipments over shipments going to SIT (optimization).
 - e. Permit TSPs to deliver on Saturdays (optimization).
 - f. Permit compensation to TSPs for Saturday deliveries (economic).
 - g. Permit TSPs to use non-DOD approved (NDA) SIT warehouses, with understanding industry retains liability regardless to the location (optimization).
 - h. Permit lots to remain in NDA SIT locations until delivered out (optimization).



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- i. Permit SIT outside normal delivery area (i.e., 400NG Long Delivery out of SIT, Item 210C) (optimization).
 - j. Permit price adjustments/surcharges for long deliveries (economic).
 - k. Permit price adjustments/surcharges for unforeseen lumber and crating costs (economic).
 - l. Permit price adjustments/surcharges for unforeseen fuel costs, to include international markets (economic).
 - m. Permit price adjustments/surcharges for unforeseen labor costs (economic).
 - n. Review pass thru requirements to ensure equitable payment to all (economic).
- 6) **Action Item:** Update DP3 Health Protection Protocols IAW CDC and DoD Guidance prior to start of 2022 Peak Season.
- 7) **Action Item:** Provide specific requirements for base access (Implied Task: standardize requirements for base access).