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**Defense Personal Property Program (DP3)  
Executive Working Group (EWG)  
Meeting Minutes  
30 March 2021**

## NOTICE

United States Transportation Command (USTRANSCOM) organized the DP3 EWG on 30 March, 2021 to discuss preparations for the 2021 moving season, and to share program changes for consideration for the 2022 moving season. The EWG's purpose is 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 personal property enterprise. A complete list of meeting participants is located at Enclosure 1.

## MEETING SUMMARY

### 1. Opening Remarks.

- a. VADM Dee Mewbourne, USTRANSCOM Deputy Commander, provided opening remarks. He acknowledged how addressing challenges related to the COVID-19 pandemic has united Industry and USG, and crystallized our purpose regarding how we do business. DOD needs to be able to safely move household goods and cannot do that without Industry. He stated that hopefully Industry feels that the DOD is a solid partner. VADM Mewbourne noted the customer satisfaction survey provides a measure of performance to the transportation service provider (TSP), but he has also received many emails from friends disclosing how well families have been treated in the midst of the pandemic. For this, our Industry partners deserve great credit, especially the men and women at the curbside.
- b. VADM Mewbourne further acknowledged there is a capacity limit. When we self-regulate and meter the flow of DOD customer shipments, it works out better for families. We have also learned that good policies and collaboration were key to guiding us safely through the pandemic. The communications and outcome of this past year has truly set in motion the evolution of our collective strengths within the program. VADM Mewbourne then encouraged the members to lead the EWG discussions by looking forward. He stated when the time comes, we will need to consider how the stop movement phase-out will affect us and what the 'back to normal' date and protocols are going forward.

### 2. Epidemiology Report.

- a. Col John Andrus, USTRANSCOM Surgeon General, provided an Epidemiology Report with data available as of 30 March, 2021. Col Andrus advised that COVID-19 cases are expected to continue to decline due to the vaccination rate. The Centers for Disease Control and Prevention reports 180 million doses have been distributed within



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the U.S. and 16 percent of the population has been fully vaccinated. The highest risk is determined by age and, out of this population, 76 percent have been administered at least one dose. We may see a flattening as vaccines continue and the states begin to open up.

b. Col Andrus also discussed current research relating to types of vaccines and vaccine efficacy. He stated he will continue to watch the trends and critical data to see what happens in the future.

### 3. Review of EWG Action Items.

COL Marshanna Gipson, Deputy Director for Operations, DPMO, presented a status update of the closed EWG action items. The five completed action items, presented and uncontested during the session, are listed at Enclosure 2. The remaining EWG action items, to include three new ones developed during the 30 March session, are listed at Enclosure 3.

### 4. DP3 Reform Goals and the 2021 Moving Season

a. Mr. Rick Marsh, Director, DPMO, began his brief with introduction to the new Systems Division leadership team: Mr. Daniel Martinez is the Division Chief, Mr. Dan Schuster is the MilMove Branch Chief, and Ms. Aysu Cesmebasi is the DPS Branch Chief. This new team is in place and ready to respond if you have any Systems questions. Mr. Marsh then reviewed the RAH material, beginning with an overview of program reform efforts and objectives.

b. The DPMO strategy document was coordinated with the Office of Secretary of Defense leaders and endorsed by Secretary Gillis (ASD (S)). Summarized program efforts are listed below:

- 1) Inform and educate DP3 Stakeholders. This includes a new effort towards program transparency in the form of a customer dashboard. The dashboard will provide stakeholders and DOD customers high level program statistics and the ability to drill down into TSP performance.
- 2) Restructure DOD's relationship with Industry.
- 3) Reform management framework and align responsibilities. There is variance in how work is accomplished across the enterprise. We are currently looking to standardize privately-owned vehicle (POV) billing, claims processes, and the forms the counselors use across the department. We will continue to work with the Services to standardize processes throughout the program, wherever discrepancies exist.
- 4) Perform continuous process improvement throughout all program efforts. We continuously seek ways to make the moving process better for the DOD customer. This year, we are taking a hard look and defining processes to improve within the Non-Temporary Storage (NTS) program. For example, humidity controls,



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temperature requirements, and containerization are just a few of the NTS reform possibilities being reviewed.

c. Mr. Marsh reminded all members of the collective need to look forward to 2022 changes, but also to remain diligent and safe during the 2021 moving season. He then reaffirmed his 2021 Moving Season priorities to ensure uniform understanding:

- 1) Protect the force.
- 2) Treat customers with respect. Customer Service and proactive communication are essential elements within the program.
- 3) Respect customers' homes.
- 4) Respect customers' belongings.

5. State of the Industry.

a. Mr. John Johnson, National Defense Transportation Association (NDTA) Household Goods (HHG) Subcommittee Chair, opened the discussion by providing an overall program view. He noted that the HHG Industry is extremely diverse in scope and size. Organizations range from large scale ownership to small scale boots on the ground. Industry is not opposed to change, but getting to a steady state where business rules don't change from year to year is key to their success. Weathering COVID and the extra costs associated with the crisis, focusing on the challenges that lie ahead while forecasting the possible solutions to those challenges in the midst of change can lead to infeasible, uneconomical, and less than optimal solutions. Mr. Johnson then facilitated discussions with Industry members who provided insight for each market.

b. Mr. Bob McCabe, Unigroup, provided an assessment on the three different business lines for the HHG Industry, citing the distinction between DOD moves, commercial moves, and individual consumer moves. Industry expects the DOD business to be on par with previous years and strong in 2021, but they also expect a surge of business from the pent-up demand within the commercial and consumer residential business. These factors coupled together may lead to geographic areas where the demand outpaces supply.

c. Mr. Tim Helenthal, National Van Lines, shared perspective on the domestic market. He advised there has been a very strong demand in the consumer market which is expected to continue through Peak Season. He then provided members with an overall 2021 moving season assessment which may lead to pocketed capacity shortfalls:



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- 1) Industry is expecting the 2021 demand to exceed what was seen in 2019 and 2020, as there has been a dramatic spike in national account moves and private account moves.
  - 2) Many businesses are leaving regions, which leads to a traffic imbalance, i.e. West Coast to East Coast.
  - 3) The capacity available to Industry is actually the aggregate capacity of the agents; the TSPs do not have significant control of the curbside agents.
  - 4) Unemployment is high, but labor is hard to find due to increased unemployment benefits.
  - 5) With the Global Household Goods Contract on the horizon, Industry is not looking to expand their assets, but to diversify them.
  - 6) Industry is experiencing shortages: trucks, drivers, and wood. These shortages are due to cost, quality of life, and the pandemic, respectively.
- d. Mr. Helenthal advised that the recovery is going to take longer than we anticipate and Industry will need every tool available to manage their existing capacity and to meet demand this summer.
- e. Mr. Mike Richardson, Ambassador Van Lines Group, shared perspective on the international market. Leaning into the 2021 Peak Season, Mr. Richardson communicated with multiple TSPs to provide a collective view on the concerns relative to the international market. Since pre-COVID, there has been a 30-40% increase in trucking costs and a 12% increase in the cost of wood used for internal crating. There is also a concern over the new business rules that might result in punitive actions.
- f. Mr. Richardson commented on the challenges of timely HHG delivery to the customer. He acknowledged both USTRANSCOM and Industry have done all they can, but significant delays due to West Coast port congestion and cross-country rail transit are beyond Industry's control. There are several factors which play a role into the port congestion to include COVID residual effects, container shortages, and the weather. The shipping lines are hopeful the congestion eases by mid to late summer, but we should be prepared for the delays to extend later into 2021.
- g. Mr. Richardson requested support to resolve a program issue which affects the DOD customer in reference to code J/T shipments that transit via AMC Military Air. He stated that when a customer asks where their Code J or Code T personal property is, Industry cannot always tell them because they have no visibility of the shipment.
- h. Ms. Jeanette Homan, Lambert Enterprises, Inc., shared NTS perspectives. Ms. Homan stated that several agents requested she relay that they continue to not be paid for shipments that have converted to members' expense. Although Air Force made great strides in providing agents with member contact information, several colleagues still have many converted "dead" lots, which will affect future capacity.
- i. Ms. Homan shared that NTS service standards are higher and that NTS HHG are prepared to withstand long term storage. She relayed some of her concerns with the j.



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NTS reform efforts. She shared concerns with containerization, the long term storage effects from utilizing paper or pads, and the utilization of seals at residence which may give the appearance of a DPM contracted shipment. She stressed the need for reform in certain program areas, such as the mold problem within certain regions, warehouses, and the impact to the affected NTS shipments. Ms. Homan expressed an eagerness to participate in working groups.

k. Mr. Rod Mallette, International Auto Logistics (IAL), shared a POV perspective. POV's generally track close to the HHG numbers and the IAL volumes for 2021 are exceeding the 2019 volumes so far.

l. We are expecting the Los Angeles and Long Beach delays clear up between June to late summer. Based on U.S flag vessels getting a berthing priority, increased gang allocation (number of personnel hired to offload a ship) and POVs being wheeled in lieu of being grounded, we are confident that we will continue to see quicker offload results and port congestion reduction.

m. For the past six months IAL has been running a pilot program where the DOD customer is sent an invitation to participate in an online WEBEX session. The premise of the WEBEX offering is to provide DOD customers key POV shipping and/or storage requirements to make the process of turning in a POV for shipment easier. This pilot program has been successful in providing time efficiencies for both DOD customers and VPC personnel. Mr. Mallette will continue to roll this concept out in CONUS, and pending continued success, roll out to OCONUS sites in the future.

## 6. Government Perspectives

### a. Office of the Deputy Assistant Secretary of Defense.

- 1) Ms. Leigh Method, DASD for Logistics, thanked everyone and noted that it sounds like there has been a lot of progress made in many areas. She highlighted the White House infrastructure bill and she is engaged on the Department of Transportation Surface Transportation bill that is due for preauthorization at the end of summer. The significant benefit is the overall strategic communication that we are doing with customers and Industry partners. She invited participants to reach out if there is anything that she can do to assist.
- 2) Mr. Bill Atkinson, DASD for Manpower & Reserve Affairs, thanked everyone for including OUSD P-R noting it is very helpful for the Personnel side to remain engaged and hear these discussions.

b. Army. MG Michel Russell, HQDA G-4 Director of Operations, expressed appreciation for being part of the EWG, and noted that service member PCS moves, shipping and storage processes, and the services provided by Industry are very important to the Army as a whole. What Industry does matters to the Army's readiness and talent retention. The Chief of Staff of the Army provided guidance to MG Russell to improve what was being done for HHG moves and this group continues taking steps to accomplish this. Industry has agreed to adjust how they enter our homes, how they manage the CDC requirements, and the Army made sure the family members took the same initiative.



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Additionally, when the Army went over its allotted moves last year, Industry allowed the Army to meet the surge and not have a backlog. Army customers are providing very good comments, via the Army PCS app, that the directions that Industry is taking are very positive. MG Russell gave an emphatic thank you to Industry for doing all they can to keep all things positive.

- c. Navy. Ms. Elizabeth Haldeman, NAVSUP N43 Division Director, expressed appreciation for the discussions.
- d. Marine Corps. BG Adam Chalkley, Director, Logistics Plans, Policies and Strategic Mobility Division, affirmed the Army comments, and confirmed HQMC is ready to begin executing Peak Season shipments. Mr. Jim Meersman provided an update on the MC social media strategic campaign plan and the important messaging therein. HQMC looks forward to the Personal Property Forum to communicate their initiatives to the broader audience and to receive feedback from USTRANSCOM and the DOD.
- e. Air Force. Col Jennifer Allee, Chief, Military Policy Division, spoke on behalf of A1, advising the group that AF is forecasting a busy Peak Season that will match previous year quotas. Representing A4, Col Craig Panches confirmed that the plan for PCS requirements is to remain within the AF 9000 capacity target (27%), but also to take advantage of available capacity.
- f. Coast Guard. Dr. Donna Navarro, Director of Military Personnel, thanked the DoD team and the partners. She noted USCG appreciates the work that has been done to protect our members and their families.
- g. General Services Administration. Mr. Tim Burke, Director, Office of Travel and Transportation Services thanked the group the invitation. The information from this event enables GSA to have an effective role supporting the HHG and relocation process.

## 7. Legislative Update.

- a. Mr. Kurt LaFrance, Legislative Affairs Director provided members with an overall congressional update:
  - 1) The House is almost evenly divided with an 8-vote margin while Senate is evenly split senate 50/50. The Paycheck Protection Program (PPP) bill was passed by Congress, extending the program another three (3) months (30 June).
  - 2) The American Rescue Plan, a \$1.9 trillion COVID relief package, only needed 50 votes to pass in the Senate. This budget reconciliation package became law on 11 March. It is dedicated to American recovery of the financial, environmental, energy, and transportation sectors.
  - 3) The President's discretionary planning is underway with a request of over \$1 trillion funding request. Also, a \$3 trillion infrastructure plan will be rolled out – we will monitor to see what kind of dollars will come towards transportation infrastructure.



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4) The Military Strategic Transportation Program, a new proposal, will help prioritize surface transportation projects that support National Security. The program will help DOTs within the states prioritize construction that support military roadways.

b. Mr. LaFrance closed his briefing by advising members that GEN Lyons will testify before the Senate Armed Services Committee on 13 April and the House Armed Services Committee 27 April. We see very strong support for the DP3 on the hill, where congressional leaders continue to be very supportive of DOD and the Industry.

#### 8. 2021 Action Item Review / Closing Remarks

a. COL Gipson summarized the three new EWG action items, as listed in Enclosure 3.

b. Mr. Marsh reminded all attendees of the Personal Property Forum scheduled for 31 March – 1 April. He stated that he is hopeful for a good year and grateful for everyone's participation.

c. VADM Mewbourne stated that he was surprised at some of the Industry forecasting dialogue. Although we were successful in 2020, we may be challenged with a different set of circumstances in 2021. He asked that the group leave this forum understanding that what made us successful is that we worked together, shared information, adapted, and overcame. There is the fear of the unknown, but we appreciate Industry's willingness to share with us.

#### 9. DP3 EWG Adjourned

To submit updates or corrections, please contact the USTRANSCOM TCJ9-SE point of contact, Ms. Mary Beth Varner at [mary.b.varner.civ@mail.mil](mailto:mary.b.varner.civ@mail.mil).



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**Enclosure 1: Meeting Participants****USTRANSCOM**

VADM Dee Mewbourne TCDC  
 Mr. Rich Marsh TCJ9  
 COL Marshanna Gipson TCJ9-O  
 Col William "Skip" Schoen TCJ9-T  
 Mr. Daniel Martinez TCJ9-I  
 Ms. Melissa Jordan TCJ9-S  
 Ms. Jayne Arentsen TCJ9-A  
 Mr. Scott Matthews TCJ9-OS  
 Mr. Dan Schuster TCJ9-IM  
 Ms. Aysu Cesmebasi TCJ9-ID  
 MAJ John Smith TCJ9-OH  
 Ms. Jill Smith TCJ9-OP  
 Lt Col Lisa Ryan TCJ9-T  
 Col John Andrus TCSG  
 Mr. Kenneth Brennan TCAQ  
 Mr. Dale Shelton TCAQ  
 Ms. Lisa Gross TCAQ  
 Col Michelle Quitugua TCJA  
 Mr. Kurt LaFrance TCLA  
 Mr. Andre Kok TCPA  
 Ms. Mary Beth Varner TCJ9-SE  
 Mr. Adam Sinclair TCJ9-SE

**USAF**

Ms. Lisa Smith A4L  
 Mr. Mike Topolosky A4L  
 Col Jennifer Allee A1  
 Col Craig Panches PPA

**USCG**

Dr. Donna Navarro CG-13  
 Mr. John Byczek CG-13  
 Ms. Alwanda Handie CG-13

**OSD**

Ms. Leigh Method OUSD A&S  
 Mr. Bill Atkinson DASD MRA  
 Mr. David McCovery DASD (LOG)

**JOINT STAFF**

COL Donald Santillo JS J4  
 Mr. Dave Kapinos JS J4  
 Ms. Carrie Waltz JS J1

**USA**

MG Michel Russell G-435/7  
 Mr. Gene Thomas G-4  
 Mr. Robert Powers G-4  
 Dr. Robert Steinrauf G-1  
 COL Courtney Abraham APPLE  
 Lt Col Lara Styles-Smith APPLE  
 Mr. Robert Haverback ASC

**USN**

Ms. Elizabeth Haldeman NAVSUP N4  
 CDR Joshua Melchert NAVSUP N4  
 Mr. Jay Yerkey NAVSUP N4  
 Dr. Michael Higgs NAVSUP N

**USMC**

BGen Adam Chalkley LP  
 Mr. Jim Meersman LPD  
 Lt Col Chris Gilmore LPD

**GSA**

Mr. Tim Burke QMC





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## Industry

<u>Attendee</u>	<u>Role</u>	<u>Organization</u>
Mr. Don Queeney	President	Arpin
Mr. Jim Gaw	President	Atlas Van Lines
Mr. Brad Reineking	CEO	Charter Van Lines
Mr. Lacy Brakefield	President	COVAN
Mr. Mark Chesser	President	Conser Office Solutions, LLC
Mr. J.D. Morrisette	President	Interstate Van Lines
Ms. Jeanette Homan	President	Lemoore
Mr. Tim Helenthal	President	National Van Lines, Inc.
Mr. Mike Richardson	Vice President	Senate Forwarding, Inc.
Mr. Steven McKenna	Vice President	Sirva Inc.
Mr. Scott Kelly	President, Gov't Business	Suddath Companies
Mr. Matt Dolan	COO	Tier One Relocation, LLC
Mr. Matt Connell	President	Total Move Management
Mr. Bob McCabe	Vice President	Unigroup
Mr. Kevin Myers	Director, Military Services	Wheaton
Mr. Dennis Paulley	President and CEO	Metro Van & Storage (NTS)
Mr. Rod Mallette	CEO	International Auto Logistics

### National Defense Transportation Association

Mr. William Brown                      President and CEO, NDTA  
 Mr. John Johnson                      HHG Subcommittee Chair, NDTA



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## Enclosure 2: Closed DP3 EWG Action Items, as of 30 March 2021

- 1) **Action Item:** Base Access (request standardization). **Response:** OSD(I&S) publication DoDM 5200.08 *Physical Security Program: Access to DoD Installations* standardizes policy based on Military Department / Component policy as opposed to individual installation policy. **Closed.** **OPR:** OSD
- 2) **Action Item:** Research if USTRANSCOM can assist in identifying the COVID-19 hotspots to the movers. **Response:** DPMO maintains awareness and shares updates on COVID-19 impacts to DP3. DPMO facilitates routine calls to establish deliberate communications with the Services, shipping offices, and Industry as the operational environment changes in order to relay relevant information.

Additionally, DOD maintains a public facing resource which identifies travel-restricted installations. This resource covers the status of all installations with more than 1,000 assigned personnel and can be viewed at <https://media.defense.gov/2021/Mar/17/2002602328/-1/-1/0/COVID-19-TRAVEL-RESTRICTIONS-INSTALLATION-STATUS-UPDATE-MARCH-17-2021.PDF>. **Closed.** **OPR:** DPMO

- 3) **Action Item:** Develop small working groups focused on domestic and international enterprise challenges. **Response:** The 2020 DoD Stop Movement Order presented the Department with the opportunity to establish small working groups focused on pandemic-related challenges. These small working groups convened to address topics such as transit times, health protection protocols, and processes to capture unforeseen costs associated with commercial air freight rate increases. Working groups met throughout last summer to discuss planned 2020 Business Rule changes. DOD will continue to utilize small working groups, as appropriate, to address program challenges and priorities. **Closed.** **OPR:** DPMO
- 4) **Action Item:** Research if there is an avenue to provide relief for curbside providers. **Response:** In 2020, DOD implemented a series of measures for Industry to re-coup unforeseen costs and help drive revenue 'to the curb.' Examples included the 10% adjustment to account for costs associated with implementing the Stop Movement Order; increasing line-haul rates for shipments ordered into SIT at origin; procedures to account for commercial air freight increases; revising gate wait time rules; and extending the application of Peak Season rates by 45 days. 2021 Business Rules continue to require TSPs to pass-through certain costs (e.g. storage, packing) to the agent. Additionally, DPS will be updated to ensure storage rates are printed on the Government Bill of Lading and—to ensure program transparency—have added language preventing TSPs from blacking out that rate on shipment documentation. **Closed.** **OPR:** DPMO
- 5) **Action Item:** Provide OCONUS base postures and challenges they are seeing in the local areas, related to the DoD Stop Movement Order. **Response:** DPMO holds weekly meetings with the Services, transportation offices, and Industry to identify COVID-19 concerns. We will maintain this global communication posture as long as required to share COVID-19 related information across the enterprise. Additionally, DPMO is addressing DPS enhancements to provide the shipping offices additional permissions to update the Personal Property Consignment Instruction Guide in DPS. This provides additional information / special instructions for locations across the globe. **Closed.** **OPR:** DPMO; **OCR:** Services.



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### Enclosure 3: Open DP3 EWG Action Items, as of 28 June 2021

The following list is the DP3 EWG open action items, current status, and primary office responsible:

#### From the 2020 EWG

1. **Action Item:** Drive standardization efforts across Services (streamline expectations by focusing on counseling and key responsibilities for members) and work to standardize secretarial process across Services where possible. **OPR:** TCJ9; **OCR:** ODASD (Log) / Services.

**Update:** The Personal Property Relocation Improvement Strategy 2020-2024 remains in effect. The document describes key activities needed to improve the performance of the personnel relocation enterprise. It describes changes needed to ensure the support provided to DoD customers meets their expectations and supports a smooth transition between assignments or during service entry and separation. DPMO continues to lead Training and Counseling Standardization Reform Efforts as demonstrated by GHC training development and a Counseling Standardization Requirements document delivered in mid-2021. Much work remains and TCJ9 is postured to deliver additional counseling standardization into 2022 with a focus on counseling forms, joint service business rules, and a department-wide implementation plan.

2. **Action Item:** Maintain clear messaging across and to the DP3 enterprise. **OPR:** TCJ9.

**Update:** DPMO continues to facilitate discussion with all program stakeholders on a recurring basis. A customer dashboard is in work which will be posted in the public domain to ensure program transparency. DPMO has stood up a Strategic Engagements Division with primary focus on communication synchronization and stakeholder outreach. The team has created and disbursed customer facing communication to ensure messaging alignment across the enterprise, and continues to produce additional content that is responsive to customer interests. Additionally, DPMO leaders have participated in online webinars via Military OneSource and PCS grades in the past four weeks to inform customers about new 2021 rules and advice that is relevant across the move continuum.

3. **Action Item:** Look at opportunities / risks of consolidated performance scores for move management companies. **OPR:** TCJ9.

**Update:** While DPMO continues to review this recommendation, it is not an area DPMO will be able to action for FY 21. For the 2022 moving season the DPMO will assess the means to implement consolidated performance scores. A first step was achieved with release of USTRANSCOM PP Advisory #21-0045 on 16 March 2021, instructing TSPs to accurately disclose third party representatives in the Defense Personal Property System (DPS) no later than 15 May 2021 IAW the TSPs Qualifications Procedures, dated 7 Oct 2020, para. 2.12.1.1. and 2021 DP3 Tender of Service (TOS) Para. B.18.b. DPMO will review the data received and identify those TSPs not in compliance for punitive action.



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4. **Action Item:** Continue to assess DP3 processes that do not add value to the overall customer experience. Look for ways to simplify business rules or modify to model after commercial like processes. **OPR:** TCJ9; **OCR:** Services, Industry.

**Update:** DP3 is working to fundamentally restructure its relationship with the household goods Industry to 1) increase quality capacity, 2) better align responsibility and accountability, and 3) improve customer service and transparency. In response to GAO recommendations, DPMO coordinated with the Services in 2020 to map out action supporting: 1) collection of and tracking data to more precisely determine DOD's program manpower needs and costs, 2) developing performance metrics for DP3 activities not part of the GHC contract, and 3) articulating the linkage between performance metrics and program goals. DOD's responses to GAO were submitted and accepted in OCT and DEC 2020. GAO approved closing recommendations 2 and 3 while recommendation 1 will remain open until such time that DOD can demonstrate data collection to inform manpower needs and costs. Additionally, DPMO continues to assess improvement opportunities for the program. Specifically, we will focus on overall improvements which will continue to restructure DOD's relationship with Industry, improve accountability, and provide quality capacity at the curb for DOD customers.

5. **Action Item: Continuous review** of code 2 (containerized) shipment requirements, refusal data, and other business rules seeking opportunities to ensure optimization across the DP3 enterprise. **OPR:** TCJ9.

**Update:** Analysis indicated that containerization is a continued benefit from a claims and customer satisfaction perspective. DPMO provides updates on Code 2, refusals, and other areas during routine peak and non-peak calls. The DPMO is also including the containerization into the NTS program in line the updated NTS TOS effective 1 JUL.

6. **Action Item:** Continue to look for policy adjustments to bring quality to the curb. **OPR:** TCJ9; **OCR:** Services.

**Update:** DPMO implemented several Tender of Service changes, effective 15 May 2020, to include: background checks, better TSP communication, modified Claims business rules in alignment with commercial practices, inconvenience claim process for a missed pickup or delivery, and greater customer support. For 2021, DPMO focused on the areas which matter most to customers - common sense issues like improving communication from moving companies, establishing residential property protections, and refining claims processes. Additionally, DPMO is making significant strides to bring the NTS program in line with the HHG program with actions such as reduced frequency for rate filing, adding containerization, and updating business rules that take effect 1 JUL 2021. We are now leaning forward with the Services and Industry leaders to develop business rules changes for the 2022 moving season, with the intent of publishing 2022 business rules NLT 5 NOV. DPMO will continue to implement program changes as deemed appropriate to improve the customer experience at the curb.



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**From the 2021 EWG:**

7. **Action Item:** In alignment with program transparency initiatives, provide visibility to POV metrics as part of the as part of the forthcoming customer dashboard and data transition to Military OneSource. **OPR:** DPMO.

**Update:** DPMO is currently reviewing options on incorporation POV metrics into the customer facing dashboard.

8. **Action Item:** Review the feasibility of executing a NTS rate re-negotiation, or the alternative courses of action therein, for existing lots in storage to compensate for the anticipated claims changes. **OPR:** DPMO.

**Update:** NTS rate re-negotiation is not feasible. Recommend Close this Action.

9. **Action Item:** Coordinate with AMC to improve in-transit visibility of unaccompanied baggage and household goods shipments moving via MilAir. **OPR:** DPMO.

**Update:** DPMO will work with AMC POC to identify if there are any viable solutions to give TSPs greater visibility for Code J/T shipments (location, port hold times).