NOTICE
United States Transportation Command (USTRANSCOM) organized the first Defense Personal Property Program (DP3) Executive Working Group (EWG) on 17 September 2019. The EWG was created to foster meaningful dialogue between Personal Property senior leaders within the Department of Defense and Industry, as an expansion of USTRANSCOM’s suite of EWGs for Surface, VISA (Voluntary Intermodal Sealift Agreement), and CRAF (Civil Reserve Air Fleet) programs. The DP3 EWG will gather semiannually as a non-decisional and non-contractual forum, with a goal to share information across the personal property enterprise. A list of meeting participants is enclosed at the end of this document.

COMPANIES REPRESENTED

<table>
<thead>
<tr>
<th>Organization</th>
<th>Telephone</th>
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<tr>
<td>Wheaton Van Lines, Inc.</td>
<td>(317) 842-8111</td>
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<td>National Van Lines, Inc.</td>
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<td>Cartwright International, Inc.</td>
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<td>Cornerstone Moving, Inc.</td>
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<td>Lambert Transfer &amp; Storage, Inc.</td>
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<td>Shur-Way Van Lines</td>
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<td>Interstate Van Lines, Inc.</td>
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<td>Quality Moving Services</td>
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<td>Total Move Management</td>
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<td>UniGroup</td>
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<td>SIRVA, Inc.</td>
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<td>American Van Lines, Inc.</td>
<td>(954) 630-0316</td>
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MEETING SUMMARY

1. Opening Remarks
   a. Meeting opened with remarks by VADM Mewbourne, Deputy Commander
   
   (1) Why are we here? DP3 is a high interest item for USTRANSCOM and DoD. The TCCC (USTRANSCOM Commander) established the first DP3 EWG to solidify communication with industry leaders and provide a structured dialogue between industry, USTRANSCOM leaders, and DP3 staff.
(2) How were invited participants chosen for this EWG? In line with other
USTRANSCOM EWGs for VISA, Surface, and CRAF, we worked hard to ensure we
had diverse participation from TSPs spanning all areas of DP3. We will continuously
work on establishing a process that allows for industry voices to be heard, and for
USTRANSCOM leadership to get a complete picture of the DP3 from an industry
perspective.

(3) What can invited participants expect from the DP3 EWG? A healthy dialogue and
exchange of information, particularly industry inputs to the program. As the DP3
program already hosts a biannual Personal Property Forum (PPF), which will
immediately follow this EWG, we will capture all inputs and funnel due outs into
those venues to ensure synchronization across their entire governance process.

2. Personnel Relocation Cross-Functional Team (CFT)
a. COL Kevin Baird, Director of Transportation, Office of the Deputy Assistant Secretary
of Defense for Logistics, presented.

(1) The CFT was formed in September 2018, and remains focused on improving the
relocation process for DoD members.

(2) The CFT includes OSD and Service-level members from the personnel, logistics, and
finance communities working to understand the interplay between the different
relocation functions, what changes were possible, and to determine any unintended
consequences of systemic changes. Key areas addressed were demand, supply, and
quality.

(3) Specific items tackled by the team under the 2019 CFT initiatives were: orders
integration, report “no later than” dates, media and education campaign, requirement
synch, 6 month orders lead time, Increase capacity, QA standardization, 1-833 Call
Center, claims review, and shipping office performance.

(4) For 2020 and beyond, the CFT is looking at; demand smoothing with longer tours,
moves outside peak season, entitlement standardization, claims process refinement,
enhance government/industry relationship and consolidate DoD functions.

3. DP3 Update: “How Did Peak Season Go?”
a. COL Marshanna Gipson, Chief, Defense Personal Property Program, provided an
overview of the DP3 performance highlighting 2019 Peak Season actions aimed to
increase capacity, improve service, and multi-tier DP3 communication with the Services,
Industry partners and spouses. Throughout 2019, DoD implemented several initiatives
including increased use of containerized moves (Code 2); allowing unlimited refusals for
TSPs; requesting Personally Procured Moves (PPM) in the new MilMove system;
addition of inconvenience claims for delayed deliveries out of storage in transit: creation
of a 24/7 call center; new customer-focused pamphlets; and increasing full replacement
valuation for shipment claims.

(1) Pre-decisional initiatives for 2020 were shared with the EWG to gain insight into the
audience’s perspectives. These include actions regarding special solicitations for
hard-to-service domestic locations; planned increase of the TSP minimum
performance score (MPS); change to inconvenience claim methodology; and
additional line item reimbursements required to be passed through by the TSP directly
to the agent who performs the service.

(2) During discussion on special solicitation for hard-to-service locations where DoD
struggled to move unaccompanied baggage, Industry shared concerns that reducing a
location to a single TSP under the “winner-takes-all” concept currently used for
international solicitations will not affect the available number of agents and may not
have the desired effect. Caution was given that this action could have long-term
negative effect for this requirement. A suggestion was made to increase the minimum
weight payment of unaccompanied baggage from 300 pounds to 500 pounds.

(3) There was healthy dialog on USTRANSCOM’s planned increase of the MPS for DP3
TSPs to 85 percent across all three markets in 2020. Several industry representatives
expressed concern that this would simply be circumvented through the manipulation
of standard carrier alpha code (SCACs) and others expressed concern that it would
cut out too much capacity. The idea to give all TSPs under the same management
group a shared Performance Score (PS) was brought up and several agreed this would
be a more realistic representation of performance, but would require additional
detailed business rules to prevent TSPs from manipulating SCACs.

(4) Continued Customer Satisfaction Survey (CSS) discussion focused on the return rate,
which has hovered at or below 30% annually for the DP3. The group agreed this is
low given the importance the CSS has on the traffic distribution list. Industry
representatives offered it would be much lower if TSPs did not repeatedly remind
customers to complete their CSS. A suggestion was made for DoD to contract with a
third-party survey company to conduct the CSS to gain true efficacy in bolstering
return rate for 2020 and beyond.

(5) DP3 communications initiatives include the development of a Personal Property
Relocation Advisory Panel of key spouses designated by each service; a rotating
monthly open discussion with Industry; weekly Peak Season calls with DP3
organizations and Industry; DP3 advisories; and DP3 customer outreach pamphlets.

(6) Discussion on DP3 advisories. An Industry representative observed that
USTRANSCOM advisories don’t seem to be uniformly filtering down to all
implementation levels at the regional Joint Personal Property Shipping Offices
(JPPSOs) and base-level Personal Property Processing Offices (PPOs), causing
confusion and additional time being spent educating personnel of updated
processes/rules, policies, or directives.

4. 2019 Peak Season Summary

a. Mr. Daniel Martinez, Chief, Business Operations Branch, provided an in-depth analysis
of peak season and an interim evaluation of all initiatives. The discussion included a
summary of peak season volume, required delivery date compliance and transit time,
initiatives such as Code 2 and refusals, and DPS system challenges during peak season.

(1) Overall, the Code 2 initiative had a target of 12% Code 2 bookings and was intended
to reduce claims and raise customer satisfaction scores (results pending). Refusals
were also allowed to optimize industry capacity by allowing last load match. These initiatives were met with mixed feedback from the EWG audience. JPPSOs reported capacity was much harder to obtain program wide, and the data shows that this was true as measured by the number of shipments booked and shipments awarded. On the industry side, TSPs reported better optimization.

(2) EWG participants received details on Domestic/International rate increases, including a significant revamp of the domestic tariff geographic compensation schedules. A major improvement, intended to make DoD moves more attractive than national accounts or cash on delivery moves, which saw an average compensation increase of 27% for CONUS locations with a large military footprint. A similar update to the International Tender was applied to multiple year increases to address international inflation.

(3) DoD addressed agent pass-through efforts going into 2019 by introducing line item reimbursements required to be passed directly from the TSP to the agent who performed the service, i.e., labor, shuttle, and fuel surcharges. Feedback indicated this was key to ensuring agents providing curbside service to DoD customers were paid in a timely manner. Agents also found this pass-through effort to be very beneficial and helped make DoD business more attractive.

(4) Raising the MPS. Several TSPs indicated this would not help because move managers would just manipulate TSP SCAC scores by putting them on “hold” or “blacking out” to preserve their ranking.

5. DoD Perspectives

a. Air Force: Air Force expressed concern about a lack of TSPs accepting unaccompanied baggage shipments to Turkey and Korea and recommended that if a TSP can’t provide a service in a particular channel, they shouldn’t file rates in that channel. An Industry rep noted that rates are filed in January and February, but changes in the market including labor and fuel costs can change dramatically over the next 18 months during which their rates apply (i.e., from round-1 filing in January through May of the next year). TCJ4-H noted that peak season rates start in May, which is just three months after rates are filed. An Industry representative suggested that the low numbers of providers in these unaccompanied baggage channels is a result of non-acceptance of rates bid for those channels as he experienced an overall 40% rate rejection in 2019 for international channels.

(1) During the discussion, Industry expressed concern at a continued lack of standardization regarding base access for moving crews. OSD suggested companies invest in getting their crews Transportation Worker Identification Credentials, which provides a process for continuous base access through a regular background check. Industry noted that different installations have different standards on which prior offenses disqualify an individual from entering the installation.

(a) OSD indicated that they have a future requirement to post disqualifying information in a prominent place at their visitor centers.
b. Navy: Overall, 2019’s peak season was better than 2018’s, but there were some troubling trends. Missed pickups are a major concern, particularly the impact of last-minute notifications to customers who are already stressed about their move. Denied inconvenience claims and lowball offers are also a concern. The Navy echoed the Air Force’s concern about the inability to book unaccompanied baggage shipments to certain locations. They believe that the policy of allowing unlimited refusals had an overall negative impact.

(1) The Navy has several future initiatives in work to grow their customer outreach:
- Navy HHG live webinars; Navy HHG customer video series on Facebook &
  YouTube; a Navy HHG Help E-Team; a Navy HHG customer web page; Navy Ombudsman town hall meetings; and Fleet and Family services training.

(2) Additionally, the Navy has launched a three-phase, multi-product effort intended to modernize the PCS experience for Sailors and their families. Products delivered to date include:
  (a) MyPCS Mobile: CAC-free, secure, web-based application accessible 24x7 from any mobile device, tablet, or desktop computer.
  (b) PCS Checklist: personalized for individual Sailor’s PCS; includes ability for Sailors to get on the waitlist for government housing and childcare services at the new duty station.
  (c) PCS Entitlements Calculator: tool available to assist Sailors/supporting Command Pay and Personnel Administrators to calculate PCS travel entitlements for planning purposes.
  (d) Lean Orders: streamlined, easy-to-read PCS orders accessed via MyPCS Mobile app.
  (e) Electronic Travel Vouchers: Sailors can complete and submit travel vouchers for PCS travel using the MyPCS Mobile app.

c. Marine Corps: The Marine Corps noted several successes in the 2019 Peak Season such as the OSD-led CFT with Service 1’s and 4’s, an aggressive social media campaign, and robust on-site QA Inspections. They also noted summer persistent problems such as poor TSP communications with Marines throughout the moving experience, late pickup and delivery dates, poor quality of packing and loading, and a lack of timely claims settlement. The Marines also had several suggestions to improve the program, including improving DPS functionality to improve the user experience in the Claims and Counseling Modules, addressing capacity constraints in hard-to-reach locations, and re-evaluating the JPPSO structure.

6. Industry Perspectives

a. Industry leaders suggested adopting commercial best practices, simplifying processes, and reviewing administrative processes that do not add value to the program or for the customer. Representatives noted and appreciated the differing opinions between the PPSOs and TSPs concerning the impact of unlimited refusals, and emphasized that both parties need to continue to work together to come to the best solutions. A participant
pointed out that corporate accounts do not have their own QA functions and suggested
that DoD might spend money better elsewhere. The group also emphasized that the DoD
constitutes an entire market segment, and changes in the DP3 affect the entire industry.

7. Final Open Discussion Items
   a. Several participants expressed an interest in participating in cybersecurity discussions
      with USTRANSCOM J6 at a future meeting. Additionally, the Air Force recommended
      allowing pinpoint blackouts by “zip-3” at both origin and destination rather than
      unlimited refusals as a better way to access additional capacity.

8. DP3 EWG Wrap-up and Closing
   a. VADM Mewbourne thanked attendees for participating and offered all a chance for final
      thoughts. The collective assessment was that the DP3 EWG was a successful meeting
      and all attendees appreciated the opportunity to participate.

9. Way Ahead
   a. The next DP3 EWG will be held in March 2020. DP3 EWG invitations will go out to
      standing members from USTRANSCOM, the Services, GSA, and NDTA.
      USTRANSCOM will also select 12 DP3 TSP representatives, some of whom may be
      new attendees or original participants at this EWG. Leaders can expect an invitation to
      this event early January 2020 to facilitate individual travel planning.

10. Due-Out Task Review
    a. Meeting minutes.
        OPR – TCJ4-HP
    b. Drive standardization efforts across Services – streamline expectations by focusing on
       counseling and key responsibilities for members.
        OPR – OSD
    c. Work to standardize application of secretarial process across services where possible.
        OPR – OSD
    d. Look into reviewing the current minimum number of CSS returns required to calculate
       each TSPs Performance Score as there was concern that the current requirement of 20
       should be increased to 100 as it allows for TSPs to get around true accountability by
       putting a TSP in reserve once they have met the minimum. In addition, we will
       evaluate impacts and risks of raising the MPS to 85 percent across all markets in 2020
       since some in the audience felt that a score of 75 would be considered good and yet
       we’re saying that’s not good enough.
        OPR- TCJ4-H
    e. Review minimum weights for unaccompanied baggage shipments.
        OPR – TCJ4-H
f. Ensuring more effective distribution of DP3 Advisories - filtering down information to the lowest levels – targeting JPPSOs and PPSOs. To ensure distribution to the lowest levels, TCJ4-H maintains a master advisory log containing the email address of every user in DPS based on their SDDC ETA (Electronic Transportation Acquisition) user ID. TCJ4-H periodically refreshes this list to ensure the latest contact information is available. The list also contains contact information for senior leaders and association representatives who do not have DPS accounts. Advisories are sent out by email to the thousands of addresses in a series of four to five email groups, depending on the number of recipients. Advisories that do not pose system security concerns are then posted to the Move.mil PPSO and TSP portal.

OPR – TCJ4-H

11. OPR – TCJ4-H

12. Continue to collect data and conduct Code 2 and Refusal analysis to find viable target goals for Code 2 and determine if there is an optimal use for Refusals going into 2020. The goal is to find a viable performance solution that helps generate quality capacity for customers without increasing the burden on the DoD customer. Refusals represent a rule that we relax during peak season and will continue to assess it and others to find a way to improve service and optimize industry capacity.

OPR – TCJ4-H

h. Look at opportunities/risks of consolidated Performance Scores for all move management companies, regardless of the number of SCACs owned.

OPR – TCJ4-H

i. Look into shipments moving in/out of hard to service areas (focusing in on Korea and Turkey).

OPR – TCJ4-H

j. Base access (request standardization).

OPR – OSD

k. Continue to assess DP3 processes that do not add value to the overall customer experience by looking for opportunities to simplify business rules or modify to model after commercial like processes and assess that the current metrics being reviewed are the right ones for peak and non peak season

OPR – TCJ4-H

l. Consider developing small working groups that focus on domestic & international challenges.

OPR – TCJ4-H

11. DP3 EWG Adjourned.

12. Updates and corrections - Please use the USTRANSCOM TCJ4-H point of contact listed for updates or corrections to these minutes.
Meeting Participants

1. **USTRANSCOM**
   - VADM Mewbourne: TCDC
   - MG Wehr: TCJ5/J4
   - Rick Marsh: TCJ5-D
   - Ken Brennan: TCAQ
   - Tamara Thouvenot: TCAQ
   - COL Rick Lear: TCJA
   - COL Marshanna Gipson: TCJ4-H
   - Lt Col Jeremy Reeves: TCDC-E
   - Brian Ballew: TCAC
   - Kurt LaFrance: TCCC-LA
   - Terri Dilly: TCJ8
   - Lt Col Ryan Schiffner: TCCC-X
   - Scott Ross: TCPA
   - LtCol James Hannan: TCJ6
   - Joseph (Jerry) Cronin: TCJ6
   - Larry McClain: TCJ6
   - Michael Macik: POLAD

2. **OSD/Joint Staff**
   - Brig Gen Steven Whitney: OASD
   - COL Kevin Baird: OSD
   - CAPT Chris Harris: NAVSUP N1
   - CAPT Tony Yanero: NAVSUP N4
   - Col Craig Puxes: HQ USAF/A4
   - Leigh Method: AMC/A4
   - Patrick Kelleher: I&L LP

3. **General Services Administration**
   - Tim Burke: Director of Travel, Employee Relocation, and Transportation

4. **NDTA**
   - VADM (Ret) William Brown: NDTA

5. **Industry**
   - Scott Kelly: President, Gov’t Business, The Suddath Companies
   - Kevin Myers: Director, Military Services, Wheaton Van Lines, Inc.
   - Tim Helenthal: President, National Van Lines
   - Andy Cartwright: President, Cartwright International, Inc.
   - Chuck Bailey: President, Cornerstone Moving
   - Jeannette Homan: President, Lambert Transfer & Storage
   - Doug Brzezinski: President, Shur-Way Van Lines
   - J.D. Morrissette: President, Interstate Van Lines, Inc.
   - Ed Graves: President, Quality Moving Services
   - Matt Connell: President, Total Move Management
   - Bob McCabe: VP, UniGroup
   - Steve McKenna: VP, SIRVA, Inc.
   - Steve Westerberg: CEO, American Van Lines
   - Matt Dolan: COO, Tier One Relocation, LLC
   - Doug Tipton: President and CEO, International Auto Logistics