### Agenda – 1 April (Day Two Morning Session)

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<td>0820 CST</td>
<td>2020 Defense Transportation Regulation Appendix K Updates</td>
<td>Ms. Bernardo</td>
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<td>DP3 Storage 2020 Enhancements &amp; NTSC Update</td>
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<td>TCJ9 Deputy Director Wrap Up / Closing Remarks</td>
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# Agenda – 1 April (Day Two Evening Session)

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<td>1825 CST</td>
<td>2020 Defense Transportation Regulation Appendix K Updates</td>
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<tr>
<td>1840 CST</td>
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<td>1900 CST</td>
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<td>1920 CST</td>
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<tr>
<td>2020 CST</td>
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TCJ9 Deputy Director Remarks

COL Marshanna Gispon, TCJ9-0

1 April 2020
Defense Transportation Regulation Part IV

Ms. Laura Bernardo, TCJ4-PT

1 April 2020
DoD 4500.9-R, Defense Transportation Regulation

• DoD 4500.9-R, Defense Transportation Regulation (DTR) United States Transportation Command (USTRANSCOM) was directed to “standardize” 40+ service unique transportation regulations into a single guide for DoD transportation offices. Provides unit, base level transportation management officers, and customs clearance agents with “standardized day to day” tools to perform their mission -- used by Defense Transportation System (DTS) users sites world-wide. DTR covers traffic distinct traffic management disciplines:
• **Action Officer (AO) groups**
  — Provide organization position
  — Ensure liaison with USTRANSCOM DTR Administrator and other Services/Agencies
  — Submit change proposals
  — Evaluate DTR change proposals
  — Submit a single, coordinated position on proposed changes

• **Oversight working groups**
  — O-6/GS-15 level
  — Approval for AO work group

• **DTR Administrators**
  — Perform directive analysis function
  — Recommend improvements and additional procedural guidance
  — Develops, publishes, maintains DTR in current status
  — Coordinates with AO group
Part I: Passenger Movement – Maggie Batchelor
Part II: Cargo Movement – Meg Hardtner
Part III: Mobility – Joe Sottoriva
Part IV: Personal Property – Laura Bernardo
Part V: Customs – Mike Crawford
Part VI: Intermodal Containers – Dave Myers
Part VII: Human Remains Movement – Maggie Batchelor
• Chapter 413 - Government Bill of Lading
  – Removed obsolete SF 1203, use DPS printed Personal Property Government Bill of Lading
• Attachments K1/K2 - It’s Your Move
  – Updated Inconvenience Claims, detailed high value items/inventories
• DD Form 619-1 Statement of Accessorial Service Performed to new DD Form 619
  – Combined origin and destination services on one document
• Chapter 406 - Storage
  – Updated Two Service Members Civil Relief Act SCRA certificates to One
Questions
Non-Temporary Storage (NTS) Update

Mr. Robert Hauert, TCJ9-OS
1 April 2020
DP3 Storage Agenda

- J9 Storage Management Office Mission
- Non-Temporary Storage (NTS) & Storage-in-Transit (SIT) Warehouse Numbers
- NTS & SIT Qualifications & Inspections
- Saturation Rates
- 2020-2021 Storage Initiatives
- DP3 Governance Structure
- DP3 DOD Customer Communications
• **USTRANSCOM SMO provides NTS program administration/oversight IAW the Defense Transportation Regulation (DTR)**
  - Supports 117 Military Service Shipping Offices
  - 60K lots on hand (average)
  - 200M pounds on hand (average)
  - 30K lots handle-in annually
  - 30K lots handle-out annually
  - Tender of Service administration
  - Unusual Occurrence on-site support
  - Qualifications NTS/SIT
  - Facility inspections NTS/SIT
  - Rates
• NTS/SIT Warehouses
  – 2018 – 2240 whse
  – 2020 – 1756 whse

• NTS Tender of Service
  – 2018 – 946 TOS
  – 2020 – 898 TOS

• 2018 SIT Only Warehouse
  – 2018 – 970 whse
  – 2020 – 849 whse

• NTS Warehouses
  – 2018 – 1270 whse
    • 62K lots – 207M lbs.
      – 163K average per whse
  – 2020 – 907 whse
    • 59K lots – 190M lbs.
      – 209K average per whse
• Pending Pre-Awards
  – Total – 141
    • NTS TOS – 63
    • NTS add warehouse – 24
    • SIT only 64

• Status as March 10, 2020
  – SMO Inspection Needed - 80
    • Over 90 days - 57
  – TSP Documentation Needed - 119
    • Over 90 Days - 97
• Common Documentation Issues

- Multiple corporate names on documents
- Agent utilizing TSP Interstate Operating Authority
- Warehouse Operational Layout Fire Plan
- Burglar/Intrusion Alarm Service Maintenance Contact
• Common Warehouse Inspection Deficiencies

- Fire Inspection
  • Class 1 - Quarterly sprinkler and electronic water flow physical inspection
  • Class 2 - Quarterly sprinkler physical inspection
  • Class 3 - Monthly physical inspection

- Security Inspection
  • Two keyed locks
  • One keyed lock with Burglar System - Semi-annual physical inspection

- Storage Practices
  • Totes
  • Improper storage of over stuffed/sized items
  • Fuel in warehouse
  • Cartons not stored in the position intended by the manufacturer
**NTS Saturations Rates**

- Saturation Rates are special rates that terminate at the end of peak season (30 Sep)
  - Results in reduced non-peak workload
  - 1,112 customers serviced in saturated area 2019
- The JPPSO/CPPSO contacts the SMO for assistance due to NTS Saturation within their AOR
- The SMO solicits Saturation Rates from NTS TSPs outside of the saturated area
• **NTS FRV Increase for New Lots**
  - Effective October 1, 2019, the liability coverage for new Non-Temporary Storage (NTS) increased
  - NTS Transportation Service Provider (TSP) maximum liability is the greater of $7,500 per shipment or $6.00 times the net weight of the shipment, in pounds, not to exceed $75,000

• **Class 1 Sprinkler System Electronic Monitoring Inspection Changed to Quarterly**
  – Automatic Supervised Sprinkler Systems (SSP) requires an additional inspection of the water flow detection and reporting system within a 90-day period.
  – A licensed contractor shall be required where state or local authorities license such contractors.

• **Disposition of Property Notification to PPSO**
  – The NTS TSP must notify the PPSO in writing of any intent to dispose of unclaimed personal property. Personal property in storage at member’s expense is protected under applicable, state, local and bailment laws.
  – Personal property in storage at member’s expense belonging to Active Duty members is protected under the Service members Civil Relief Act (SCRA).
2020/2021 NTS Initiatives

• **2020**
  – NTS FRV Increase for Lots Handled-In Prior to 1 Oct 2019
  – Reweigh After Handle-in When Requested By JPPSO/PPSO
  – Quarterly Rate Filing
  – Inconvenience & Hardship Claim
  – Damage to real property

• **2021**
  – NTS Containerization
Questions
Privately Owned Vehicle (POV) Update

Ms. Jill Smith
Branch Chief, POV
01 Apr 2020
Vehicle Processing Centers (VPC)

- **VPCs At A Glance**
  - 12 CONUS VPCs
  - 26 OCONUS VPCs
  - 4 vehicle storage facilities (VSF)

- **What’s New? CONUS VPC and VSF Changes**
  - Denver, CO; Edison, NJ; Orlando, FL opened Oct 2019
  - Dallas VPC moved to Grand Prairie, TX (March 2020)
  - Seattle VSF moved to Sparks, NV (Feb 2020)

- **OCONUS VPC Relocation Reminders**
  - Schinnen, NE to Brunssum, NE (Feb 2020)
  - San Juan, PR to Carolina, PR (March 2020)
POV Shipping – Customer Preparation Challenges

Consistent Communication Required During Counseling

- Customers could be turned away until issues are resolved
- COVID-19 poses unique challenges for VPC drop-offs and pick-ups
- VPC CORs and contractor staff are available to assist as needed

¼ Tank of Gas
Incomplete Documents
Dirty POVs
POV Impacts to Stop Movement Order

- VPC Closure Status – CONUS and OCONUS
- Planning Ahead
  - Supplemental advisory guidance to VPC CORs
  - Weekly telecons to support customers by AOR
- POV Communication Strategies
  - Direct customer notifications per GPC IV PWS
  - Daily telecons with TCAQ, IAL through pandemic
  - Update Move.mil (customer and SME pages)
- POV Operations After Stop Move Order Is Lifted
  - Deliberate management of POV shipments
  - Ensure global VPC operating at normal ops
  - TCAQ/TCJ9 will address unique situations
Questions
Services Panel

Facilitated by Lt Col Rayna Lowery, TCJ9-SE

1 Apr 2020
Service & GSA Perspective

- Army
- Air Force
- Marine Corps
- Navy
- U.S. Coast Guard
- GSA
Army Sustainment Command

Personal Property Forum
1 April 2020

Robert Haverback
Army Sustainment Command
SPO Services-Personal Property
Traffic Management Specialist
- Army Stop-Move Guidance
- Quality Assurance COVID Impacts
- Army Senior Leader Summer Surge Initiative for Senior Level Schools
- Army Discussion Topics
- Army POCs
Unclassified

Army Stop Move Guidance

- Annotate Notes/Shipment Exemption and upload documentation to DPS IAW USTRANSCOM Advisory

- Exempt - Proceed with shipment to destination, GO/SES Memo NOT required
  - Retirement/Separation moves, Safety Moves, BlueBark, Local Deliveries out of Storage (includes shipments still at Origin Warehouse), Medical Treatment, Local Moves (within "local Area" only)
  - PCS Travel is complete and Soldier is at destination PDS: Ship HHG

- Exception – Proceed with pick up and shipment into SIT
  - Pick Ups due to requirement to vacate quarters/lease agreement/home sale. HHG can be picked up from residence placed into SIT.
  - Required documentation based on housing situation -
    - Installation Housing: Certified Garrison Housing memo/notice to vacate installation housing
    - Home Sale: Documented proof of pending sale and closing date
    - Economy Lease: Lease agreement, date to vacate, and proof lease cannot be extended

- Hardship, Emergency, Mission Essential, all other circumstances requires GO/SES Memo

- TCS – Deployment and special storage ISO GFMAP and WIAS continue as scheduled
  - Redeploying Soldiers property can be delivered out once they are cleared to return to Home Station

- Civilians - Refer Civilian to chain of Command for required Orders amendments.
  - Submit to DA G1 Mr. Buck for required Policy clarification or Exception to Policy approval

- BL: Exercise prudent traffic management based on Soldier and shipment status!

- Utilize Army POCs for issues (last slide)
Army CSA directive for 100% Physical Inspection of Service Members and DA Civilians.

Army resourcing against a hiring target to meet physical inspection goal. New hires assigned to PPPOs and J/C/PPPSO globally
  • Must work with other services to gain support for this initiative
    Ex: Hawaii, Guam, Japan, etc...

Quality Assurance COVID Impacts
  • Garrison, State, and National restrictions limit current Physical Inspection requirements
  • Request use of virtual technology to qualify as a Physical Inspection during current COVID-19 pandemic
  • Includes SIT and NTS Warehouse DTR requirements
Army Summer Surge Initiative

- Army Senior Leader Summer Surge Initiative for Senior Level Schools
  - Goal is to ensure a smooth transition for outbound and inbound Service Members and their Families
  - Involves several layers of support, such as HRC Orders Writing, IMCOM Housing, HHG Transportation, Spousal Child Care and Employment

- Maximize capacity at these surge sites
  - CGSC @ FT Leavenworth, KS early June - mid July
  - AWC @ Carlisle Barracks, PA June – July
  - USASMA @ FT Bliss, TX June – July
    - Most difficult as home to several FORSCOM Units

- Coordinated effort needed across the entire HHG spectrum in an effort to prioritize all HHG shipments per Force requirements
Army Points of Contact

- Primary: Servicing Army PPSO/JPPSO

- HQ ASC: usarmy.ria.asc.list.ild-personal-property@mail.mil

- APPLE: usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil

- HQDA DCS G-4, Transportation, Mr. Gene Thomas,
  gene.thomas32.civ@mail.mil

- Alternate: Mr. Derrick M. Cander, Chief Transportation Policy,
  derrick.m.candler.civ@mai.mil.
HAFC Hot Topics f/Spring PPF

Quality service...exceptional relocation experience
Excessive Use of Crating vs Multi-Wall Cartons

 bliF: Industry overemphasis & Govt approval of crate accessorial is inconsistent w/common packaging methods

• Use of multi-wall fiberboard cartons is the best commercial practice
  • Afford strength, durability, & shock-absorbing cushioning properties through layered levels of fluting to cushion & protect myriad household items

Workaround: Deny unwarranted use of crating & provide TSP information options for multi-wall cartons

Example: Focused on property suitable for large TV cartons (85” length x 45” width x 6”height); ID’d 264 crate approvals f/analysis.
  • Origin costs to crate was $18.7K/additional 1.5K to uncrate
  • TV carton would have been $8.9K – potential savings of $11.3K
Questions?
• Marine Corps
• Navy
• U.S. Coast Guard
• GSA
Questions
Break
Military Claims Office Roundtable
Questions
PPF Question & Answer Session

Facilitated by Lt Col Rayna Lowery, TCJ9-SE
Program Governance and Battle Rhythm
- Executive Working Group (EWG)
- General Officer Steering Group (GOSC) & Service 4 Updates
- Counsel of Colonels and CAPTs (CoCC)
- Personal Property Relocation Advisory Panel (PPRAP)
- DP3 Congressional Updates

Industry Calls (Peak/Non-Peak/Ad Hoc)

Improving the Customer Experience via enhanced Outreach
- Personal Property Quick Reference Guide (PPQRG)
- Move.mil portal refresh with FAQs / Added SEARCH feature for 2020 Peak Season
- Partnering with Military One Source to hose DP3 Facebook Live Events
- Updated Mold Mitigation & Inconvenience Claim Guidance
- Robust DP3 Customer Support Center
Feedback Surveys
DP3 On the Horizon

Facilitated by COL Marshanna Gipson, TCJ9-OH

01 April 2020
DP3 On the Horizon

• 30 Mar: Virtual EWG
• 31 Mar – 1 Apr: Virtual PPF
• Recurring: DP3 Industry Calls – Discussion on Stop Movement
• Recurring: DP3 PPSO Calls – Discussion on Stop Movement
• Recurring: DP3 Governance Calls
• On Order: Planning for the DP3 Stop Movement Lifted
• TBD: Fall PPF
• 5 – 9 Oct: NDTA Fall Meeting
Wrap Up/Closing Remarks

COL Marshanna Gipson
Deputy Director, Personal Property Directorate

2 April 2020