



## UNITED STATES TRANSPORTATION COMMAND

508 SCOTT DRIVE  
SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

20 May 2019

### MEMORANDUM FOR RECORD

FROM: TCJ4-H

SUBJECT: DP3 & Industry Open Discussion Minutes (02 May 2019, 1400 CST)

#### 1. ATTENDEES: 13

- USTRANSCOM TCJ4-H: COL Lounsborough, Lt Col Ryan, Mr. Martinez
- Mr. Don Klein (Allstate Movers)
- Mr. Greg Lindstrom (Hi-Line Moving)
- Mr. Scott Kelly (Suddath)
- Mr. Steve McKenna (SIRVA)
- Mr. Tim Helenthal (National Van Lines)
- AMSA: Mr. Scott Michael and Mr. John Becker
- IAM: Mr. Chuck White and Mr. Dan Bradley
- NDTA: Mr. John Johnson

#### 2. OPENING: Meeting began at 1400 CDT with an introduction of all participants.

#### 3. DISCUSSION:

- a. Refusals: CONOPS released 26 April 2019, effective 29 April 2019. TCJ4-H has not received negative feedback to date.
- b. DP3 Cross Functional Team (CFT): The CFT is still meeting and working with OSD Public Affairs (PA) to push out accurate information on Code 2 shipments through the Services' PA arms.
- c. Weekly Peak Season Calls: Started three weeks ago and moving along nicely. Last week was the first call that Industry attended with all Service representatives. This year, the Service's personnel communities are also participating in the weekly calls to help them better understand DP3 challenges and synchronize efforts between the personnel and logistics communities concerning personal property shipments.
- d. USTRANSCOM Customer Support Call Center (CSC): The CSC went fully operational on 01 May 2019 and activated 1-833- MILMOVE (833-645-6683). The intent of the CSC is to augment but not replace Service-run call centers and local transportation offices in assisting customers with their moves.
- e. Transit Times: Across-the-board increases were implemented for domestic shipments. The smallest increase is two days; the largest is four days, up to 1,000 miles. There are

longer increases for smaller weights. The current effort is domestic Code D only, but also looking at increasing corresponding domestic segments for international shipments. TCJ4-H is also willing to entertain suggested updates for international shipments too, and is currently looking at Guam, Turkey, and Australia.

- f. Updates to Written Guidance: The 400NG and IT will be updated with new policy change language. All former SDDC personal property regulations are being revised or rescinded so that the guidance can be incorporated into USTRANSCOM Instruction 24-11 or other USTRANSCOM documents as appropriate. Fuel surcharge guidance is being added to the 400NG. An advisory will be released with a draft of the revised 400NG.
- g. Locations with Limited Agent Capacity: Industry expressed concern over locations with limited local agents, e.g., Key West, FL. Agents do not always tell transportation service providers (TSP) when the agent is blacked out, which can cause TSPs to accept a shipment without knowing there is no capacity at that time.
- h. Inconvenience Claims: Industry noted that inconvenience claims became mandatory after 2019 rates were filed, and consequently TSPs did not factor them into their rates. Industry asked if the government would be willing to fund inconvenience claims for the remainder of the 2019 rate cycle, with TSPs picking up the cost in the 2020 cycle.
- i. TSP Scorecard: This is a new, Command-directed initiative. If any significant issues are noted, please contact TCJ4-H.
- j. Personal Property Executive Working Group (EWG): USTRANSCOM is establishing an EWG, chaired by the Deputy Commander, that consists of 25 to 30 members from USTRANSCOM's staff, the Services, and Industry. EWG members will meet once or twice per year, with a tentative first meeting no earlier than July 2019. The EWG charter is in the conceptual phase.

#### 4. ACTION ITEMS:

- a. TCJ4-H will provide meeting minutes.
- b. TCJ4-H will verify if a TSP Scorecard screenshot can be provided to Industry as an example.
- c. TCJ4-H reviewed Industry's request regarding inconvenience claim payments (reference paragraph 3.h, above), but is not changing the rules at this time.

#### 5. Meeting ended at 1447 CDT.

*Lisa B. Ryan*  
LISA B. RYAN, Lt Col, USAF  
Chief of Operations, DP3