



# **UNITED STATES TRANSPORTATION COMMAND**

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## **Personal Property Forum (PPF) Meeting Minutes**

**Date: 19 Mar 2019**

<b>Meeting Name:</b>	Personal Property Forum (PPF) Main Session		
<b>Date of Meeting:</b> (DD/MMM/YYYY)	19 March 2019	<b>Location:</b>	Four Points Sheraton Fairview Heights, IL
<b>Minutes Prepared By:</b>	Chuck Hansen, Luke Rheaume, & Chasity Cosby; Contractor Support, USTC J4-HP	<b>Meeting Time:</b>	0800-1630 CDT

## 1. Purpose of Meeting

Discussion of current Personal Property issues with members of other government agencies and the moving and storage industry.

## 2. Meeting Notes

### A. Opening Remarks (Slide 2):

#### Mr. Rick Marsh, SES, Deputy Director, United States Transportation Command, Strategic Plans, Policy, and Logistics

Mr. Marsh welcomed all the Personal Property Forum (PPF) attendees and thanked them for attending. Wide participation helps make the program better for all service members. He also recognized COL Ralph Lounsbrough's leadership of the program for nearly two years and noted that this would be his last PPF before retiring. The attendees expressed their gratitude with applause.

### B. COL Ralph Lounsbrough, Chief, Personal Property Division (TCJ4-H) (Slide 3):

COL Lounsbrough also welcomed everyone and identified the focus of the meeting is to prepare for the 2019 Peak Season.

Mr Chuck White, International Association of Movers (IAM), asked when the RFP for the Global Household Goods Contract (GHC) would be released. COL Lounsbrough identified that the present plan was to release the RFP in April and that more information on the GHC would be presented during the GHC Industry Day on Wednesday afternoon.

### **2019 Strategic Engagements (Slide 4)**

COL Lounsbrough noted that TCJ4-H has made a concerted effort towards a more open dialog with key stakeholders. Beginning in Dec 2018, TCJ4-H established monthly open discussion sessions with Industry CEOs as well as an advisory panel of key spouses from all the Armed Services. These recently established collective discussions provide an avenue for different perspectives into the program, as we continue to improve our overall processes.

### **2019 Strategic Initiatives (Slide 5)**

COL Lounsbrough identified three of the Strategic Initiatives that the program is working this year:

#### **Domestic Crating (Code 2) Initiative (Slide 6)**

The Code 2 Initiative is an attempt to reduce loss/damage claims. Research shows a lower loss/damage rate for shipments put into Storage-in-Transit (SIT) if they were containerized. We are attempting to increase the overall number of Code 2 shipments from 6% to 12% for further evaluation. Criteria has been established to provide a

standard for this evaluation.

**Questions:**

**Q:** What happens if an outsize item is noted after a shipment is assigned as Code 2?

**A:** That shipment will be pulled back and re-offered as Code D.

**Q:** If the shipment is pulled back, will the allocation count against the TSP?

**A:** It shouldn't, but we will check the DPS operations. Update: The shipment will go back in the system and be reallocated to the next TSP in the booking queue

**Q:** 16-foot containers are authorized for Code 2 shipments. Have you considered authorizing 20-foot containers, which are easier to obtain?

**A:** We will look into the possibility.

**Refusals as a Capacity Enabler (Slide 7-8)**

Transportation Service Providers have indicated that they would be able to provide additional capacity if they were allowed to select the shipments that they could service and refuse shipments that they could not handle. USTRANSCOM will be allowing refusals this summer and has set up criteria to do this with the intent of providing more capacity to move service members. TCJ4-H intends to publish a concept of operations (CONOPS) document within two weeks.

The intent is to change the 24-hour auto-reoffer window to 2 hours, with shipments sent back to the PPSO after 50 refusals or 72 hours, whichever comes first. TCJ4-H is trying to get a change made to the Defense Personal Property System (DPS) to allow this.

**Questions:**

**Q:** With this attempt at additional coding for DPS, will it be possible for additional changes to DPS that Industry has advocated for but have been halted since DPS sustainability has shifted to a stability-and-security-update-only model?

**A:** Not at this time. Many of DPS' components are obsolete and difficult to maintain while continuing to receive an Authority to Operate (ATO) on DoD networks.

**Q:** Will customer satisfaction scores improve with this change?

**A:** That is the desired outcome. TCJ4-H will be measuring the success of the program to see if it has a positive impact on customers.

**Transit Time Increases (Slide 9)**

USTRANSCOM has made a 10%-30% increase to Domestic transit times to compensate for changes in the transportation environment. The updates are posted on Move.mil. Updates to Australia and Turkey transit times are in progress.

**Questions:**

**Q:** Many factors change regularly with the International shipping market: port congestion, loss of US-flagged carriers, etc. Would it be possible to get a similar, "peanut-butter-spread" increase in International transit times? The intent is to set realistic expectations, not just to take more time.

**A:** We considered it, but it's difficult to do in International due to the vastly different scale from Domestic. USTRANSCOM will continue to discuss the issue with industry as additional changes are indicated.

**Q:** Since the extended transit times have gone into effect, the only way to get those times updated on already-

booked shipments is through the Help Desk. Why is that? Is it a byproduct of the system change?

**A:** We'll look into it.

**Q:** Issues that drove extending Domestic times also impact the CONUS segment of International shipments to and from the CONUS. Can we at least get an extension in International equal to the Domestic extensions?

**A:** This was also brought up at the last Pacific Personal Property Workshop and it logically makes sense. We'll look into it.

**COMMENT:** As transit times are being relooked, the DoD requested Industry provide feedback as realistic as possible – for the family to get their belongings as timely as possible.

Other USTRANSCOM initiatives:

1. A Cross Functional Team (CFT) is working with Office of the Undersecretary of Defense for Personnel and Readiness (OSD (P&R)) to try to spread moves across the year in an effort to lessen peak season high volumes
2. USTRANSCOM has continued to work on a Market Expansion to add more TSPs to the program adding another 68 storage providers as TSPs

### **C. Break (Slide 10)**

### **D. Mr Stephen Nye, Office of the Under Secretary of Defense, Personnel and Readiness (OSD (P&R)) (Slide 11)**

In the past, the personnel and personal property communities did not communicate with each other and personnel did not understand how the orders issuing timeline impacted service member moves. OSD (P&R) has been working very closely with TCJ4-H since the end of Sep 2018 to gain an understanding of each other's requirements and constraints.

The personnel community is now trying to spread out the reporting dates of service members to relieve some of the pressure during peak season. Only minimal relief is expected in 2019, but the experience gained this year will be critical as we implement demand smoothing in 2020 and beyond.

There is ongoing work to automatically load orders into the DP3 Automated Information Systems (AIS), expected to be in place next year (2020). This will allow analysis within the DP3 AIS to forecast the load on the system.

It will also allow DP3 to reach out to service members to encourage them to better plan their move while they have some flexibility in selecting moving dates.

### **Questions:**

**Q:** Is there a functional transportation person in the P&R Office?

**A:** Not in our office, but we are working closely with the community on a daily basis. We also work closely with our neighboring office – Office of the Deputy Assistant Secretary of Defense (Logistics).

**Q:** Will there be allowances to support service members at their relocation destination – allowing them to move earlier in order to find housing in areas where there are high housing costs?

**A: No answer recorded.**

**Q:** Will there be a standardization of entitlements across the Services to decrease confusion as to what each Service allows?

**A:** We are having that conversation now – seeking to bring in Defense Travel Management Office expertise to implement additional standardization across the Services.

**E. Mr. Danny Martinez, Chief, Business Processes (TCJ4-HB) (Slide 12)**

**Peak Season 2019 (Slide 13)**

Weekly Peak Season Calls will resume on April 25 to review DP3 Metrics and have data-driven discussions and decisions to respond to developing situations during peak season.

**Rate Increases (Slide 14)**

Using 5-year statistics, rates at 41 of 227 CONUS locations were adjusted to make DoD shipments more attractive at high volume locations where there have been difficulties meeting demand.

International rates were also increased. Since cost changes at International locations are not covered by the Domestic General Price Adjustment (GPA), inflationary data from various currencies and multiple years were reviewed and linehaul tables were adjusted based on cost factors for those countries and/or regions of the world. Price adjustments were not limited to line haul costs, but also included storage-in-transit (SIT), labor, etc.

**Questions:**

**Q:** Will Domestic geolocations be updated next year? Some areas have had increases in costs but have not had an increase in rates.

**A:** We will continue to engage, but we think that this was a significant change. We don't think this will be an annual exercise.

**Q:** Will you continue to look at International line haul tables going forward? The tables are 20-30 years old and we are hoping you will rebaseline them.

**A:** We will continue to look at them annually, but we believe that our retroactive look has had the same effect as rebaselining.

An overall response to all questions, is that we can relook the linehaul and other rates, pending Industry request, and data provided.

**Agent Pass Through Charges (Slide 15)**

The intent was to better support the agents and help address gaps in TSP-agent compensation.

**Questions:**

**Q:** Powertrack charges a fee to the TSP...can the TSP remove this fee from the agent's reimbursement?

**A:** Yes.

**Q:** The subcontractor has no way to know what a TSP has been paid for their services since the discount is blacked out in DPS. How can an agent know that they have really been compensated?

**A:** We are checking with Legal about displaying the discount.

**Q:** Who is policing this?

**A:** If TRANSCOM finds out a TSP is not passing through the reimbursed charges to the agent, we will send a note to the TSP and place documentation in the TSP performance file.

**TSP Scorecard (Slide 16)**

Intent is to increase transparency for DoD customer on TSP performance. Scorecards are only visible to DoD

customers, not to other TSPs.

### **Questions:**

**Q:** What is the timeframe for a customer's TSP change request? There is a concern about a long process that pushes the customer's shipment into a blackout situation.

**A:** This a JPPSO decision. There have been no changes to the booking rules.

JPPSO-NE raised the issue of customers requesting a specific TSP after seeing these reports. This may include requesting a TSP that is not in the quartile in use and not accessible to the JPPSO. This can be difficult to explain to customers who do not understand the intricacies of the program. JPPSO-NW is already seeing this happen. A suggestion was made about awarding shipments across other quartiles. JPPSO-NC added concerns that the JPPSO can only see the scores for that quartile – they do not see the entire listing like the DoD customer sees. Additional concerns were brought up concerning service members requesting TSPs that are not within the same quartile, but may be selected if the SM is willing to pay additional cost.

Industry reps noted that TSP Scorecards do not necessarily reflect the TSP's quality, but that of the agent(s) that are handling the shipment(s).

Concern was raised that guidance was released on customer requests without consulting the JPPSOs. They expressed that they would like to have input on decisions that impact their operations.

COL Lounsborough noted that this change was driven by Service Secretaries. The program has high political visibility, and some senior leader direction is based in part on feedback provided by customers to elected leadership, some of it via social media. This could be the best Peak Season ever, but if a negative impression spreads through social media, the positive gains are lost.

COL Lounsborough noted that this change was not put in place to put a tremendous workload and hardship onto the JPPSOs. He, therefore, asked the JPPSOs to push their concerns up through their Service leadership.

### **Tender of Service (Slide 17)**

The Tender of Service (TOS) was revised and streamlined in an attempt to reduce redundancy and follow commercial practices. The revision is 7 pages shorter. It is not currently posted in the SME area of Move.mil, but it is posted on the TRANSCOM public page at <https://www.ustranscom.mil/dp3/hhg.cfm>.

A new requirement has been added for inconvenience claims for delays in picking up the household goods and/or delivering household goods from SIT to the service member's new home. A concern was raised by industry that this new endeavor could push agents away. The response was, the TSP does not have to make the agent pay.

Concern was raised by Industry about language in the new TOS that requires property in plastic totes, commonly used for storage of household goods in the home, to be removed and repacked in boxes. Totes are presently not authorized and take significant time to repack into boxes or specialized boxes to pack the Totes into. While this is critical to avoid crushing totes in Non-Temporary Storage (NTS), it doesn't work well for normal shipments. Industry also expressed concern that they had provided comments about this issue on the draft TOS but did not receive any feedback until after the TOS was published.

Mr. Martinez and Mr. Rob Hauert, TCJ4-H Storage Management Office (SMO), noted that the requirement was established because 50% of shipments do go into storage, and some are converted to NTS after pick-up. COL Lounsborough stated that TCJ4-H will take another look at this issue.

Industry noted that inconvenience claims have secondary effects. Agents will get saturated during the peak of the peak and will need to make decisions on which shipments they will service. This could impact pickups if deliveries are prioritized. An increase in inconvenience claims may push agents out of the program.

### **F. Mr. Jorge Leon, Chief, Transportation Policy (TCJ4-P) (Slide 18)**

### **Defense Transportation Regulation (Slide 19)**

**Mr. Leon provided an overview of the Defense Transportations Regulation (DTR).** Emphasis was made that the DTR is a living document, and recommended changes should be made through the Services chain of command.

#### **DTR Charter Dated 29 July 2014 (Slide 20)**

Mr. Leon described the process by which the DTR is revised and who is authorized to approve the changes.

#### **DTR Part IV Personal Property (Slide 21)**

This identifies the people that have responsibility for DTR Part IV, which regulates Personal Property.

Emphasis was made that the DTR is a living document, and recommended changes should be made through the Services chain of command.

#### **DTR Administrators (Slide 22)**

This identifies who the point of Contact is for each section of the DTR.

#### **Chapter 405 Quality Assurance (Slide 23)**

Chapter 405 contains the changes recently made regarding the new Quality Assurance (QA) in-person inspection standard of not less than 50%. Current inspection rates program-wide were about 30% in Jan-Feb 2019. The Navy is working to get funding to hire more inspectors into the Navy's budget. The Secretary of the Army has stated that they are training to send inspectors TDY this Peak Season to high-volume areas. The Air Force is already meeting the 50% inspection standard.

#### **Chapter 406 Storage (Slide 24)**

This shows the changes made to address issues regarding the expiration of storage entitlements. The automated information system is currently not allowing entry of Service Member Civil Relief Act certificates with dates in the future; TCJ4-P is looking into this.

#### **Appendix G and Attachment G7 (Slide 25)**

Appendix G and Attachment G7 address changes in process for payments for storage of Household Goods using the Third Party Payment System (TPPS).

#### **G. Mr. Rob Hauert, Storage Management Office (TCJ4-HS) (Slide 26)**

##### **Storage Management Office (Slide 27)**

Overview of Storage Management Office (SMO) functions. The SMO approves the NTS/SIT facility and retains qualification oversight of the infrastructure. The distinction is within the shipments...shipments moved under the NTS program are overseen by the SMO if action is required against the NTS provider; shipments moved under a GBL are overseen by the JPPSO/USTRANSCOM if action is required against the TSP listed on the GBL.

##### **Managing Storage Saturation (Slide 28)**

TSPs should confirm SIT availability at destination prior to departure from origin.

#### **Questions:**

**Q:** Where is the Approved SIT Facilities List posted since the move from the SDDC to the USTRANSCOM website?

**A:** The Approved SIT Facilities List is at <https://www.ustranscom.mil/dp3/hhg.cfm>, under "Storage In-Transit

facilities.” You can also find it at <https://move.mil/sme> under “Household Goods.” It’s updated weekly at both locations.

**Q:** Sometimes we find SIT-approved facilities that have gone out of business. Who should we report that to?

**A:** The SMO, (618) 220-6292 or [transcom.scott.tcj5j4.mbx.pp-smo@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-smo@mail.mil).

Concern was raised about shipments being placed into NTS due to capacity issues, which causes companies to lose money. Mr. Hauert asked that when this happens for details to be forwarded to his office, (618) 220-6292 or [transcom.scott.tcj5j4.mbx.pp-smo@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-smo@mail.mil), for him to take action.

There was discussion on the possibility of resuming declaration of SIT saturation in specific locations. Mr. Martinez noted that SIT saturation declarations were discontinued since SIT is no longer managed at the local level, and Mr. Hauert noted that current manning levels don’t support resumption of the practice. Long deliveries are an option when there is no local storage, as at China Lake.

Mr. Hauert also stated that an “Act of God” determination with regard to Hurricane Michael is expected within the next few weeks.

Ms. Janice Griffin, Storage & POV Team (TCJ4-HS) (Slide 29)

### **Program Updates (Slide 30)**

Overview of payment of DPM and NTS.

### **TPPS Transition - DPM & NTS Retro Contracts (Slide 31)**

Third Party Payment System (TPPS) is now being used for most DPM contracts. All 388 CONUS sites have transitioned as have 20 of 34 OCONUS sites. Providers are learning the system and have adjusted their rates to incorporate TPPS fees.

An Industry rep noted that not all Contracting offices have transitioned to TPPS, and those that have, have done so in different ways. Cost adjustments have not initially been factored into contract mods. He did express appreciation that payments are being received more quickly under TPPS.

### **NTS Invoice Reconciliation (Slide 32)**

NTS invoice reconciliation is ongoing. At this time 80% of aged, unpaid invoices have been processed and settled.

### **H. Lunch (Slide 33)**

### **I. Ms. Jill Smith, Chief, Plans, Strategy, and System Integration (TCJ4-HP)(Slide 34):**

#### **Systems Update (Slide 35)**

Presentation to look at three DP3 information resources.

#### **USTRANSCOM Public Page (Slides 36-38)**

Information has transitioned from the former Military Surface Deployment and Distribution Command (SDDC) to a USTRANSCOM web page, <https://www.ustranscom.mil/dp3/intro.cfm>.

This is the DP3 page on the USTRANSCOM Site. The “Menu” (circled in red on the upper right) shows the menu options on the right side of the slide.

The “Defense Personal Property Program” section provides links to PPSO instructions by branch of Service.

The menu “External Links” subsection shows links to other data sources including Move.mil.

### **Move.mil (DoD Customer Page) (Slides 39-41)**

The many links from the Move.mil page to allow service members to easily access information were demonstrated.

Move.mil is still going through changes including a new logo unique to the Move.mil web page.

The JPPSOs and Industry expressed concern at phrase “Nightmare Moves” used on Move.mil website as title of page describing bad moving experiences and tips on how to avoid those problems. COL Lounsborough noted that a workshop with spouses drove the language used. The intent is to acknowledge to customers that TCJ4-H recognizes that bad moves happen. COL Lounsborough stated that TCJ4-H will change the language to something less inflammatory.

### **Move.mil/SME (PPSO and TSP Page) (Slides 42-43)**

Overview of Move.mil Subject Matter Expert (SME) pages for PPSOs and TSPs. The Subject Matter Expert (SME) page contains information that is used by the PPPOs and PPSOs to support their work (note that the horizontal menu links back to the customer page).

Attendees were reminded, if they have feedback on any of the sites, to send an email to the responsible USTRANSCOM DP3 contact, as listed under “Contact Us.”

### **J. Mr. Dale Shelton, DPS Program Manager (Slide 44):**

DPS has changed from a waterfall development model to an Agile development model. The system was cobbled together out of 20 commercial off-the-shelf (COTS) products, which made it difficult to keep up with updates and maintain stability. The focus now is on updates for security, stability, and compliance only.

### **DPS Releases as of 7 March 2019 (Slide 45)**

This slide listed DPS releases from 5 Oct 2018 - 1 Mar 2019.

### **Defense Personal Property System Plan (Slide 46)**

This slide identifies the changes that are happening to DPS for the purpose of securing the system and updating/replacing Commercial off the Shelf (COTS) Systems that are no longer supported.

#### **Questions:**

**Q:** Is DPS going away from digital certificates?

**A:** Not in its lifetime.

**Q:** You mentioned personally identifiable information (PII) on the system as an issue. How will DoD control that when management of the system is transitioned to an outside contractor with the upcoming Global Household Goods Contract (GHC)?

**A:** Cyber incident reporting is included in the acquisition guidance.

### **K. MilMove Prototype, Mr. Jeff Clark, Defense Digital Service (Slide 47)**

The Defense Digital Service (DDS) is an agency team of the U.S. Digital Service, bringing tech industry expertise to the military. The Air Force Digital Service (AFDS) is the segment of DDS that is developing MilMove, the next-generation prototype system for managing DoD moves.

## **MilMove Application (Slide 48-60)**

Going through the Slides, Mr. Clark identified:

- Technology that MilMove uses
- The Security used for protecting MilMove data
- How the User Experience was developed, the supported user interfaces (browsers), and the experience gained in using the system
- A list of many of the features that MilMove supports
- Mobile screen shots of various user screen on a mobile platform (cell phone)
- Screens used by the PPPOs and PPSOs to support the system

“White hat” hackers - Government-sanctioned network intrusion teams charged with attacking Government systems to find vulnerabilities - spent 30 days attacking the system. The first attack was detected within 2 minutes, DDS was notified within 8 minutes, and within 2 hours the intrusion was stopped. They found 11 issues during that testing period, 10 of which were fixed within a month and the 11th was a minor issue that was not cost-effective to fix. There was a real-world attack the week before the PPF which was detected and stopped quickly.

The onboarding process for customers into MilMove is quick; the record is 10 minutes. No CACs are required, instead using the same Login.gov system used by many Federal sites, including USA Jobs.

Eight personally-procured moves (PPM) were executed through MilMove last year. The goal is to move 1000 shipments via MilMove by summer. They are close to being able to do CONUS moves, but do not want to throw a wrench into 2019 Peak Season.

### **Questions:**

**Q:** One thousand moves is still a minimally viable product, and there was a lot of “hand-holding” of customers through the first eight moves. Do you think you have the capability to do 1000 moves?

**A:** Yes, Claims will not be 100%, but we have started with the AF MCO.

**Q:** Counseling offices currently note problems with orders and work with the customer to resolve. How will this work in MilMove?

**A:** We tried video counseling, but this didn't work well. Government representatives will still need to look through orders and contact the member if there are issues.

There was a suggestion to add additional names and numbers to the TSP and servicing agents page and add clarifying language to make sure the customer understands the relationship between TSPs and agents.

**Q:** Is there an anticipated increased cost to TSPs to use the MilMove system?

**A [by COL Lounsbrough]:** The single source contract is a relatively new concept, and there are a lot of unknowns at this time. We have continued with developing the system as planned, but that may change. Regardless of how we move forward, the orders integration piece has been money well spent. Most development has been focused on PPM and orders integration. We appreciate all the help to date with testing the system. Sometimes even DDS, the bureaucracy busters, can't break through our bureaucracy. It's still been money well spent.

**Q:** What sort of data backups do you have?

**A:** We have backups of backups - it's a commercial system.

**Q:** How do you notify PPOs that a QA inspection is required?

**A:** Destination TMOs have access and receive prompts from the system.

**Q:** Who helps the customer when something goes wrong?

**A:** It's sent to the PPSO and TSP queue. We have had a problem in testing with only having one person in a TMO on the system - everyone will need training.

**Q:** What sort of marketing campaign do you have?

**A:** You mean how do we recruit this year's 1000? We are putting the process together but we are behind where we want to be.

**Q:** Will there be any analytics in the new system?

**A: No answer recorded.**

**Q:** How easy is it to correct when the wrong document is uploaded?

**A:** You should be able to upload right away.

**L. Break (Slide 61)**

**M. Services Update (Slide 62)**

**1. Mr. Kevin Kennedy, Personal Property Activity Headquarters, United States Air Force (Slides 63-65)**

- a. **Reweigh Performance:** Identified the failure of TSPs to perform requested Reweighs and how that impacted customers.
- b. **Unlimited Refusals:** Identified some of the anticipated problems with allowing refusals. Asked TSPs to make a decision to refuse within 4-6 hours; if a TSP takes 24 hours to refuse a shipment, it may cause delays in scheduling a service member's move with a potential decrease in customer satisfaction.
- c. **QA Inspection Program:** Air Force offices that support moves met in a QA Summit to set a unified standard for issuing punitive actions where QA Inspections uncover problems that impact the customer. The time to fix a problem is at the Letter of Warning (LOW) stage, not after a Letter of Suspension (LOS).
- d. **Communication throughout the move:** Reminded the TSPs to maintain communications with the customer before and during their move. Customers need to know what is happening to ensure that there are no surprises from origin to destination.

**Questions:**

**Q:** If a LOW or LOS is based on the CSS Analyzer, do you investigate a service member's statement or take it at face value?

**A:** We contact the member for clarification. The analyzer is only used by our JPPSOs, not our PPOs. The PPOs' focus is on QA and counseling.

**Q:** What about situations with immediate suspension without chance to appeal, where the TSP loses the ability to take shipments during two-week suspension?

**A:** Would like to discuss offline if you have specific cases.

**Q:** Who can use the CSS Analyzer?

**A [by COL Lounsborough]:** Any Service.

**Q:** Have you noted a corresponding increase in CSS scores with greater numbers of suspensions?

**A:** Generally, yes. The focus is to let customers know that QA has their back and is working for their best interests. It's about more than just the CSS rate.

**A [by Col Panches]:** QA also advocates for agents when members ask for unreasonable support.

**2. Mr. Robert Haverback, Army Sustainment Command, United States Army (Slides 66-67)**

- a. **HHG Carrier List With Customer Satisfaction Scores**: Provides an easy link for customers to be able to review the CSS for TSPs.
  - b. **Raising QA Inspection Rates**: Providing more inspections to increase packing standard compliance. Army has the lowest inspection rate of all of the Services.
    - a. Communicate (Data Calls) to collect the inspection data until DPS is able to maintain this data.
    - b. Prioritize filling QA positions
    - c. Move from Virtual/Telephonic inspections to in-person QA Inspections
    - d. Properly enter inspection data
  - c. **Increasing Code 2 to 12%**: Raising the importance of Crated Shipments to reach the targeted 12%.
  - d. **Expanded Media Campaign**: Encouraging service members to schedule their shipments as soon as possible and to complete the Customer Satisfaction Survey when their move is complete.
  - e. **Internal Discussions**: Encouraging PPSOs/JPPSOs/CPPSOs to participate in Weekly Peak Season Calls and Monthly Army Discussions. Also requesting that TCJ4-H secure at least 40 lines for Weekly Peak Season Calls.
3. **Mr. Fred Hyden, Personal Property and Passenger Transportation Policy, United States Marine Corps (Slides 68-75)**
- a. **Peak Season 2018 Top 5 Issues**:
    - 1.) Increase in social media complaints:
    - 2.) Theft from shipments to Japan: Noted a rash of thefts from Unaccompanied Baggage at MCAS Iwakuni - game console and other things that can easily be pawned. Believe situation resolved.
    - 3.) Origin services from non-local agents: Noted that some TSPs are not using local approved agents when those agents have available capacity; gave example of a Fayetteville, NC (Fort Bragg) agent being used to service Jacksonville, NC (Camp Lejeune), 100 miles away.
    - 4.) Pet transportation from Japan: Issues with using US flag carriers and AMC-Patriot Express.
    - 5.) RDD issues: Shipments arriving early and placed into SIT without evidence of notification. Marines unable to take delivery before the RDD and agent unable to deliver shipments for several weeks, leaving families to buy basic life support items and sleeping on the floor but unable to file Inconvenience Claims for reimbursement of the basic necessities.
  - b. **The P4 OPT**: USMC has established an Operational Planning Team to identify areas in the PCS process that need attention and develop timely solutions to improve each service member's experience. Fifteen primary tasks and seven subtasks were identified to be addressed beginning with Peak Season 2019; seven of the fifteen are completed. Progress is being made on addressing many of the issues.
    - 1.) PCS orders are now cut an average 5.2 months before the PCS date.
    - 2.) Provide Marines with detailed examples on how to perform a PPM at less than the Government Constructed Cost.
    - 3.) Twelve Reserve Marines are being added as installation Quality Assurance inspectors to achieve mandated 50% onsite Inspection Requirements
    - 4.) PCS Family Advocacy Program: Based on the DP3 Advisory Panel, open communications with Marine Corps families across installations

**Questions:**

**Q:** You mentioned you are trying to spur Marines into doing PPMs. How are you doing this?

**A:** Often times they are only counseled to rent a truck. We want to make sure they understand what their other options are.

**Q:** The people that move within the program are the most protected moving customers in the USA. What are you doing to ensure that Marines are hiring reputable companies?

**A:** We understand that there are criminals out there posing as moving companies that hold customers' property hostage. We require our members to get two estimates and recommend that they find a local company with a brick and mortar presence rather than just a company with a website.

Mr. Becker noted that Promove.org is an option, listing legitimate businesses that are vetted by AMSA.

**Q:** The max compensation for crating vehicles with more than two wheels is \$1000. Is there any idea of when this may be raised? Cost can be up to \$8000. Even when a member says not to crate, the TSP still risks damage liability.

**A:** That's a TRANSCOM policy and not a Marine Corps matter.

**4. Mr. Suttan "Tomas" Thomas & Mr. Dan Wolfert, Naval Supply Systems Command, United States Navy (Slides 76-83)**

- a. **Key West Rate Area:** Because of issues last year, Key West, FL has no local agents. Increased rates and incentives are being offered to agents in Miami to service Key West. A separate Rate Area for Key West was established in order to support the increased rates for Key West without impacting the rest of Florida.
- b. **Homeport Changes:** Developing plans and coordinating with stakeholders to make special arrangements for relocation of personnel, Household Goods and POVs when a ship is transferred to a new homeport. Considerations include NTS for crew member when the ship is not moving directly to the new homeport. Movement of POVs for crew members who are manning the ship as it physically changes ports (since they will be at sea and not available to drive) is limited to movement between HPC stations only.
- c. **Quality Assurance (QA) POM21** Have formally requested funding in the Navy budget for expansion of the number of QA inspectors to meet new mandated inspection requirements.
- d. **2019 Navy HHGs Entitlements Training:** Providing training to Navy JPPSOs/PPSOs to help them understand and share Navy entitlements with Navy personnel during counseling and evaluate positive results of service members following their move.
- e. **Navy Lines of Communications:** Identifying sequence used to escalate service member issues to help with their resolution.

**Questions:**

**Q:** What are the Services' thoughts on outsourcing Personal Property services?

**A:** Let's focus on 2019 - that's what's immediately ahead of us.

**N. Break (Slide 84)**

**O. Industry Panel (Slide 85)**

1. **Dan Bradley, International Association of Movers (IAM):** IAM is a loose confederation, not a headquarters; we have no operational control over our members. We think a universal training plan is a great idea; trying to create consistency is good. IAM has committed to the "IAM Learning" program to

provide training for the Industry (AMSA has a similar program, "AMSA Training").

Thank you, Mr. Nye, for coming from OSD (P&R) to the PPF and for your organization's efforts to assist with demand smoothing. Every individual moved out of the Peak has a better move experience and allows more attention to be paid to the moves remaining in the Peak.

Thank you, TRANSCOM, for the increases in transit times. Industry, please let us know where changes need to be made so we can advocate for them. We do ask TRANSCOM to relook at the Japan rates.

2. **John Becker, American Moving & Storage Association (AMSA)**: For our Government reps, if you have questions, please reach out to us. Everyone here is engaged because what we do is important.

There is some uncertainty over the next few years with regards to Industry investment.

My experiences with the Advisory Panel shocked me that customers didn't know who to call or even what base to call. This is very different from my experience as a counselor at a TMO.

We continue to battle negative comments on social media made by people who don't have the full story. This creates a real mess with perception of the program being much worse than it really is.

We are often asked why moving companies keep sending "criminals" to military installations who then get caught and barred from base access during a background check. Depending on the state, a company can only do a background check looking back 7-10 years, while an installation can look back 20-30 years. Members don't know that and make assumptions about a company's integrity.

The OSD working group on base access came up with standardized criteria that all of the Services signed off on, but base commanders still have the authority to change criteria at their own discretion. This should get better after implementation of single base registration allowing an employee registered at one base to be authorized access for all bases.

We recommend members check with the Federal Motor Carrier Safety Administration (FSCMA) for information to help members avoid criminals posing as movers.

3. **Steve Weitekamp, National Council of Moving Associations (NCMA)**: We believe that the DoD will find deep challenges with a single manager if they don't have the authority to operate. Government sometimes likes to look for a single throat to choke if there's a problem, but sometimes that throat gets too big to choke. Agents tend to be independent-minded and may not want to work for only one master.
4. **Kevin Myers, National Defense Transportation Association (NDTA)**: We appreciate helping with rewrites of Government guidance. We have and continue to be willing to visit installations to explain why we do things the way we do them.
5. **John ("J.J.") Johnson, National Defense Transportation Association (NDTA)**: We are very focused on this upcoming summer. Communication - or lack thereof - is a big concern. DPS and self-counseling has hurt that communication. When port congestion happens, please let families know through social media outlets so they know that their shipments could be affected.

**P. Closing Remarks (Slide 86) [from COL Lounsborough]:**

Thank you all for coming and trying to make the program as good as we possibly can. We will remove the phrase "nightmare moves" from Move.mil. We hope you can come back tomorrow.

<b>4. Action Items</b>		
<b>Action</b>	<b>Assigned to</b>	<b>Due Date</b>
Meeting minutes.	USTC J4-HP	3/28/2019
Investigate possibility of using 20-foot containers for Code 2 shipments (discussion on Slide 6).	USTC J4-H	
Automatically updating extended transit times for shipments booked but not executed prior to transit time updates (discussion on Slide 9).	USTC J4-H	
Investigate possibility of transit time extensions to Domestic segments of International shipments (discussion on Slide 9).	USTC J4-H	
Investigate possibility of displaying TSP discount to agents so agents can track whether they are being fairly compensated (discussion on Slide 15).	USTC J4-HB	
Review policy of removing customer property from totes before packing (discussion on Slide 17).	USTC J4-H	
Remove "Nightmare Moves" title from the move.mil website.	USTC J4-HP	Completed 03/25/2019



# **UNITED STATES TRANSPORTATION COMMAND**

508 SCOTT DRIVE  
SCOTT AFB, IL 62225

## **Personal Property Forum (PPF) Meeting Minutes**

**Date: 20 Mar 2019**

<b>Meeting Name:</b>	Personal Property Forum (PPF) Main Session		
<b>Date of Meeting:</b> (DD/MMM/YYYY)	20 March 2019	<b>Location:</b>	Four Points by Sheraton Fairview Heights, IL
<b>Minutes Prepared By:</b>	Chuck Hansen, Luke Rheaume, Neal Ryan, & Chasity Cosby; Contractor Support, USTC J4-HP	<b>Meeting Time:</b>	0800-1200 CDT

<b>1. Purpose of Meeting</b>
Discussion of current Personal Property issues with members other Government agencies and the moving and storage industry.

<b>2. Meeting Notes</b>
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**A. Opening Remarks and Agenda (Slides 1-2):**

**COL Ralph Lounsborough, Chief, Personal Property Division (TCJ4-H)**

COL Lounsborough welcomed participants to the second day of the PPF

He commented that after yesterday's discussion regarding totes, he went home and noticed just how many totes he had in his home. Presumably, most service members are in a similar situation. USTRANSCOM J4-H will definitely look into revising the requirements about shipping totes.

**B. Shipment Management – USTRANSCOM Updates and JPPSO NC (Slide 3)**

**1. Mr. Dave Jones, Lead, Operational and Quality Support Team (TCJ4-HB) (Slide 4)**

**a. Quality Assurance Inspections (Slide 5)**

QA is monitoring compliance with the new standard of no less than 50% inspections. January was at 31%. February will most likely be at about 30%.

**b. Claims and Liability Changes (Slide 6)**

The goal is to affect customer satisfaction by reducing loopholes and increasing full replacement value protection. FRV increased to \$6 multiplied by either net weight of HHG shipment or gross weight of UB shipment in pounds to not exceed \$75,000. The TSP is required to provide the estimate used to support an offer of settlement at the time of offer and needs to provide documents to MCO within two days if transferred. Salvage rights terminate upon transfer to the MCO; TSPs are prohibited from pre-emptively deducting salvage from an offer. Claims Offices cannot deduct salvage from an offer, salvage is only authorized upon payment. Advance payments on catastrophic loss do not relieve the inconvenience claims process. TSPs can increase insurance if they need to.

**Questions:**

**Q:** Has [the Military Surface Deployment and Distribution Command (SDDC) Regulation] 55-4 been updated to reflect these changes?

**A:** It will not be since it's an SDDC regulation and we are no longer part of SDDC. We may issue an advisory with updates.

**Q:** Some bases such as MacDill AFB, FL, are known for mold problems simply because of the local environment. What happens when you pick up from a moldy area, the shipment goes into SIT, and then mold is found on delivery? A mover could be penalized unfairly.

**A:** There is an adjudication process managed by the Military Claims Offices (MCOs).

**c. Customer Tri Folds (Slides 7-11)**

1. Customer Satisfaction Survey (CSS): End goal is to get more people to fill out surveys.
2. Inconvenience Claims: Commonly denied items include uniforms.
3. Mold: Need to get ahold of PPSO and MCO for mold (customer, TSP, PPSO, MCO).
  - TSP is required to obtain an itemized written estimate and include pictures and an inventory of salvageable and non-salvageable categories if requested
4. Personally Procured Move (PPM):
  - When to get weight tickets
  - What happens when weight tickets are lost
  - Reimbursement for PPM without advanced paperwork
  - Accidents and claims

**Questions & Comments:**

**Q:** CSS return rates are down, yet members are contacting the Help Desk and being told that completing the survey isn't necessary. Has this been passed to the Help Desk so they can change their script?

**A:** I am not familiar with this issue. We will look into it.

**C:** Please ensure there a reference to Move.mil in the tri-folds.

**2. Ms. Rosia Lindsey, Lead, Special Requirements and Rates Team (TCJ4-HB) (Slide 12)**

**a. 2019 Tender/Tariff Changes (Slide 13)**

- All OCONUS rates were increased using worldwide inflation data applied across multiple years where no increases were provided
  - Japan was not adjusted because it would have been a decrease; opted to leave it alone
- Increased service charge for OCONUS rate in Florida Keys from \$5.58 to \$10.00 cwt
- Added new CONUS rate area for Florida Keys (US4965500)
- Increased service charge for CONUS rate in Florida Keys from \$10.50 to \$20.00 cwt

**b. Item 530 Linehaul Schedules (Slide 14)**

- Linehaul (LH) schedules are used for delivery into/out of SIT, diversions, terminations, alternate ports, etc.
  - Schedule A: HHG (CONUS, Hawaii and Alaska)
  - Schedule B1-B6: HHG (Overseas)
  - Schedule C: UB (CONUS & Hawaii)
  - Schedule D: UB (Germany)
  - Schedule E: UB (except Germany, Hawaii and Alaska)
  - Schedule F: UB (Alaska)
- 2019 changes include adjustments made to the OCONUS LH schedules across multiple years where no increases were previously made

**c. 2019 Tender/Tariff Changes (Slide 15)**

- Added pass through requirements for crating/uncrating, shuttle service, additional labor, Florida Keys Service Charge, and Fuel Service Charge to assist in getting money to service provider
- Shuttle language was added due to not matching GSA

**d. Shuttle Services (Item 501) (Slide 16)**

- All shuttles require pre-approval from the Government
- Shuttles are truck-to-truck transfers only
- 2019 changes/updates
  - TSP must submit a DD Form 619/619-1 signed by the customer to validate a shuttle service was performed
- To support payment additional documents requested by GSA include:
  - Signed dispatch logs
  - Paid equipment rental receipts
  - Copy of vehicle registration
  - Additional paperwork required weight at destination: weight of larger vehicle, not smaller
  - GSA is asking for weight tickets with shuttle vehicle and tractor trailer ID
  - USTRANSCOM will reengage with GSA to ensure shuttle requirements between the two agencies are parallel.

**e. Crates/Special Containers (Item 508) (Slide 17)**

- All crates must be pre-approved by the PPSO
- No rounding down of the second decimal (e.g., 6.8055 cu. ft. invoiced as 6.80 cu. ft.)
- Crating/uncrating done at the residence unless authorized by the customer or servicing PPSO to be done at the warehouse
- 2019 changes/updates
  - GPA increase applied to crates
  - New material must be used when crating is approved
  - Marble tabletops and pool table slates may be too large for cartons and be eligible for crating

**Comments:**

**C:** TSPs must pay immediately for accessories like crating, but can take time to get approval for payment from Government. Please consider a remedy that allows TSPs to get immediate payment for this.

**3. Mr. Jeffrey Yanovich, Shipment Management Branch, JPPSO-Colorado Springs (USAF) (Slides 19-20)**

**a. Pre-Peak Season Prep (Slides 21-22)**

- Follow FY19 funding guidance
- PPCIG "Cheat Sheets" should be used; make sure they are current
- Follow NTSR guidance/NTS DoD master list
- Share updates with PPPOs and use good communication
- JPPSO staff training – enable office personnel to perform multiple duties
- Lengthen operational hours, as necessary to accommodate workload surge
- If necessary and when all else fails, work the shipment backwards
- Communication is key – from the PPSO to the Customer to the TSP and round robin

**b. Unlimited Refusals (Slide 23)**

- If during the offer/refusal process the shipment meets the short fuse criteria, the status will change to short fuse
- Email notification will be sent to the member upon acceptance by a TSP
- Request TSPs to refuse in less than 2 hours; if DPS does not do this automatically

**c. PPPO Support Role (Slides 24-26)**

- Correct paperwork (DD1299/DD1797/Orders/Supporting Docs) should be uploaded for each member, funding transcribed correctly, and timely submissions of paperwork on non DPS shipments
- A shipment is Code 2 eligible if not direct delivery, estimated weight <3000 lbs/Peak / <7500 lbs Non-Peak, moving 800+ miles, doesn't contain items that won't fit in standard lift van
  - Annotate and use remarks section on DD1299 that meets Code 2 criteria
- Alternate dates need to be realistic - not the day before or day after primary requested date
- Minimize change requests, emergencies only
  - Medical/family, may request commander's signature

**Comments:**

**C:** Automated programs like EasyDPS that allow automatic acceptance of a shipment tend to lock up the Short Fuse queue and drive refusals. When this happens, customers receive an automated message with contact information on the initial TSP that ends up having to refuse. This can cause confusion for the customer when the shipment rolls to another TSP.

**C:** You are increasing Code 2 shipments from 6% to 12%. Code 2 requires liftvans. Some rental trucks used during peak season don't have side doors, making them difficult to use. This can be an issue for smaller or high-volume operators.

**4. Ms. Virginia Eilmus, Department of the Navy, Office of the Judge Advocate General, Head, Personnel Claims Unit Norfolk (Slide 30)**

**a. Introduction of Service Military Claims Office (MCO) Representatives (Slides 30-35)**

- Navy/Marine Corps - Virginia Eilmus
- Air Force - J.D. Reese (not present)
- Army - Mark Edick
- Coast Guard - Melanie Taylor-Fain

**b. How to Make Peak Season 2019 Better (Slide 36)**

- Improve claims process and ensure consistent application of the DP3 Claims & Liability Business Rules
- Better oversight of third party claim services
- Proper packing materials
- Improve electronics inventory product
- Better oversight over NTS facilities to include more frequent inspections
- Extra precautions at pack-out when it is raining outside

**c. Trends/Concerns (Slides 37-39)**

- Boxes are being packed with no packing material
- NTS connection to mold – if a shipment comes into a facility with mold, the NTS provider should reach out
- Drivers are giving erroneous verbal information to members
- No inspection report is given to member
- Offering half of repair cost up front and half upon proof of the repair
  - Line haul drivers are getting blamed for damages on DPMS, even though they cannot inspect it, did not pack it, and did not deliver it – the last handler rule rarely applies in these cases
  - Member can list what they want to on the high value items – s/he should watch these items being packed. It exists mainly to mitigate theft
  - Claims are based off a general list of inventory
  - Industry has the right to open and inspect shipments at origin and destination
- Don't be so wrapped up that something wasn't on the inventory, so you are going to deny it
- When unpacking, stop and take 30 seconds to make sure things are there and the members signature is on the form

**d. Back-up Slides [not briefed] (Slides 41-48)**

**Questions & Comments:**

**Q:** Are you suggesting that it's the driver's responsibility to understand if something is high value?

**A:** You guys are the moving experts. You should be explaining to the customer what the high value inventory sheet is for, educating them. If the member wants to list an item, let them list it.

**C:** There are potential issues when a transfer of custody occurs. A DPM freight driver is not allowed to inspect crates, yet is held liable for the condition of their contents.

**C:** High value inventory forms are there to protect the TSP as well as the member. There are times when moving crews will tell a customer that an item isn't high value and not to put it on the inventory. The customer is responsible for determining what goes on the form. Industry has a right to open and identify high value condition at delivery.

**Q:** Have MCOs considered publishing a pamphlet to educate customers?

**A:** We are trying to find the right venue/system to get the word out.

**Q:** What if a family says, don't unpack, we will unpack ourselves.

**A:** The driver has the right to review unpacking high value inventory.

**5. DP3 Leadership Open Forum (Slide 49)**

**COL Ralph Lounsbrough, Chief, Personal Property Division (TCJ4-H)**

COL Lounsbrough felt there has been good dialogue at the PPF for the upcoming Peak Season. While he cannot discuss the Global Household Contract (GHC) much, he said he understood the churn at the TSP and agent level with uncertainty about the end state and what that could do to corporate business models. This is why a second draft of the proposed PWS went out for feedback and more market research.

**Discussion Topics:**

**Agent & TSP Anxiety About Uncertainty Over GHC:** Industry is reluctant to make investment decisions in their businesses because they don't know how the new contract will impact their individual businesses. Many are concerned as to whether they will still be in business in two years. Some are concerned with whether they will receive any business from a single manager if they don't have a current business relationship with them. They also expressed concern that loss of participants will result in a loss of capacity.

Even without the GHC effort, constant change in the program impacts businesses as well. A participant shared a story about investing \$1.2M to expand a warehouse to help meet SIT and NTS needs, then having to change the order midstream to accommodate Code 2 expansion, then pausing the order, then reinstating the original order.

**"Quality at the Curb":** There is a major push for "quality at the curb." Some have pushed for better CSS scores, but that's not the focus – the focus is to improve the customer experience. Communication is essential.

An Industry rep stated that Industry needs to be ensuring that they are pushing quality to their crews and indicating expectations. "It's our turn to show we can do a better job." He recommended that DP3 leadership should have a presence at the dispatch convention to communicate these needs.

A suggestion was also made that increasing rates may drive an increase in quality.

**CSS Scores:** The CSS is the tool that DP3 uses to measure individual TSP performance. Industry members are concerned that the target Minimum Performance Score (MPS) of 85 is etched in stone and is far too high to achieve. COL Lounsborough and Lt Col Ryan emphasized that the 85 MPS is a target score, not an absolute floor.

From a local agent perspective, raising the bar puts the program at risk. Raising the MPS could hurt agents who don't have any way of knowing which TSPs have a bad MPS. Overall satisfaction may be a better metric than increasing MPS and can help DoD find the TSPs providing consistently poor performance.

Lt Col Ryan noted that the bar is set high because customers are demanding better service. The goal is to work together to figure out how to reach that target, and J4-H is hoping that Industry will contribute ideas to improve CSS scores.

A TSP mentioned that they had called the help desk as the DoD customer told them they had completed their CSS, and the help desk advised the TSP that they had to process it before it could be released into DPS. This was the first leadership had heard about this and were going to check into it with the System Response Center.

**Q:** How many shipments are handled by TSPs who are under the 85% MPS?

**A:** We researched the data; do not have the exact data available at the moment, but will relook again next year.

**Q:** It is already a factor that the end of the line is coming and TSP's may start not paying agents.

**A:** We understand there are risks and we appreciate your feedback.

**C:** Set the bar from everyone, let everyone in, and let that drive the median.

**CSS Return Rate:** There needs to be active communication with customers to have CSS completed. There have been instances where customers have done their survey over the phone and they are being stored in a separate queue and then eventually moved over into a visible queue. This lag makes it difficult to determine in real time what surveys are actually complete.

COL Lounsborough noted that there is a 28% CSS return rate.

**Q:** What is the command doing to increase the CSS return rate?

**A:** It is mandatory to complete in the DTR, J4-H has asked the Services to put CSS completion in their in-processing checklists, but the challenge is that each base's in-processing checklist is base-specific.

**International Rejections:** Industry expressed concern at rejections in the International market, where 10 TSPs had 30% to 50% rejection rates. There is a fear that this will impact capacity and quality. Lt Col Ryan stated that the number of accepted rates on International channels was an operationally comfortable amount.

**TSPs Penalized for Poorly-Performing Agents:** TSPs expressed concern that a customer receives DPS e-mails showing the TSP servicing their shipment and may assume that a poorly-performing agent is the same as the TSP and blame the TSP for poor performance. High-rated TSPs are concerned that being forced to do business with poor agents in saturated or limited markets will drag down their scores. COL Lounsborough noted that the Government does business with a TSP, not an agent. Lt Col Ryan asked that both Government and Industry take a look at this.

**Customers Receiving Confusing Number of E-mails:** Customers continue to receive a large number of e-mails from DPS, the JPPSOs/PPPOs, TSPs, and move managers, and the flurry of information can be confusing and frustrating to the customer. Counseling offices get calls from customers asking or complaining about e-mails that counseling offices don't see. Lt Col Ryan noted that in the current construct, this may not be the best model and suggested it is time to re-look at the DPS e-mails and determine what key points during a move they should be sent.

**Social Media Concerns:** USTRANSCOM J4-H is working with the Public Affairs offices of both the Office of

the Secretary of Defense and TRANSCOM to help shape the social media message this summer. Mr. White expressed concern that social media blowups are driving program decisions. COL Lounsborough acknowledged that our fiercest critics will find the worst example of a bad move that can possibly happen and then publicize it, but unfortunately that's just part of the environment today. He also stated that most decisions are based on hard data rather than social media impressions.

**D. Personal Property Forum General Session Closeout (Slide 49)**

Mr. Rob Hauert, Storage Management Office (SMO), reminded participants about ongoing flooding across the Mid-West. Storage facilities should take actions to protect HHGs and look out for advisories from USTRANSCOM J4-HS. If you have any flooding issues, please contact the SMO immediately at (618) 220-6292 or [transcom.scott.tcj5j4.mbx.pp-smo@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-smo@mail.mil).

COL Lounsborough: Thank you all for coming. If you didn't care, you wouldn't be here.

<b>4. Action Items</b>		
<b>Action</b>	<b>Assigned to</b>	<b>Due Date</b>
Meeting minutes.	USTC J4-HP	29 March 2019
Consider changes to requirements regarding Totes	USTC J4-HB	
Research Help Desk telling customers that no CSS is required (discussion on Slides 7-11).	USTC J4-HB	
Review of TSPs being penalized for poorly-performing agents (open discussion at end of session).	USTC J4-H & Industry	
Review of volume and timing of e-mails sent to customer (open discussion at end of session).	USTC J4-H	
Research Help Desk telling TSPs that the CSS is not ready for publishing... requires further processing.	TCJ4-HB	
Reengage with GSA to ensure shuttle requirements are paired between organizations.	TCJ4-HB	