



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS UNITED STATES AIR FORCE  
WASHINGTON DC



MEMORANDUM FOR All MAJCOM/A4Rs  
Personal Property Activity Headquarters

FROM: HQ USAF/A4L  
1030 Air Force Pentagon  
Washington, DC 20330-1030

SUBJECT: Household Goods (HHG) Movement Program Improvements

1. As a result of MAJCOM feedback, and the recent USTRANSCOM HHG operational planning team results, we have identified two key areas that can be implemented immediately to increase quality and improve the customer's moving experience.
2. Performing on-site carrier performance inspections is critical to providing a quality move to our customers. Effective immediately, the Air Force inspection standard for HHG, unaccompanied baggage, non-temporary storage, and local move shipments into, out of, or within a Transportation Officer's Area of Responsibility is increased from 50% to 80%.
3. Face-to-Face entitlement and pre-move counseling is also a key component to ensuring our members experience a successful move. Therefore, personal property offices will provide one-on-one counseling to all members as the norm. Group counseling and self-counseling through the Defense Personal Property System may be used where mission or unique circumstances dictate.
4. Air Force Manpower Standard 4C21, provides manpower resources to support the new counseling standard, and Variance A.4.6, provides resources to facilitate the increased inspection rate. Additionally, the process standards will be captured in the current Traffic Management manpower study to ensure resources continue to be applied. AFI 24-501, Personal Property Moving and Storage, is currently in re-write and will include the inspection and counseling process improvements.
5. The HQ USAF/A4LR POC is Mr. Michael J. Topolosky, GS-14, DSN: 227-1892.

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