



# 2017 Personal Property Forum

**USTRANSCOM Personal Property Division (J4-H)**

19 Sep 2017



# Opening Remarks

**RADM Peter J. Clarke, USTRANSCOM**

**Director, Strategy, Capabilities, Policy, and Logistics**

19 Sep 2017



# Opening Remarks

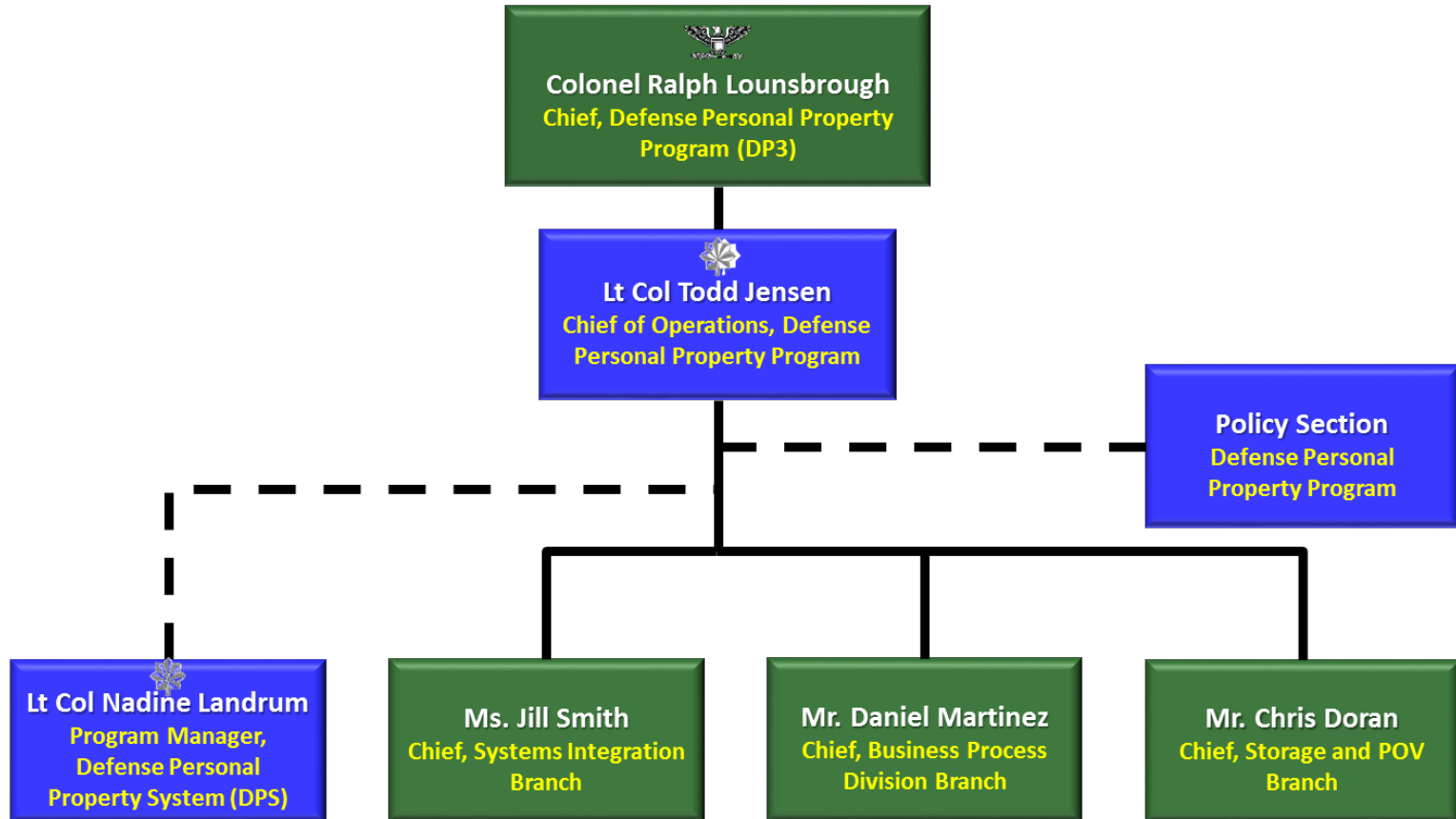
**COL Ralph A. Lounsborough**

**Chief, Defense Personal Property Program**

19 Sep 2017



# Defense Personal Property Program (DP3)





# Administrative

---



# Agenda – Morning

---

- 0800-0845 Welcome/Opening/Administrative Notes  
Consolidation Overview, DP3 POAM
- 0845-1000 Metrics and Open Season Overview
- 1000-1010 Break
- 1010-1110 2018 Tariff/Tender Updates Recap and Battle Rhythm
- 1110-1130 Base Access Update
- 1130-1230 Industry Panel
- 1230-1330 Lunch



# Agenda - Afternoon

---

- 1330-1400 DTR Update
- 1400-1500 PMO Update
- 1500-1520 DDS Introduction
- 1520-1530 Break
- 1530-1630 Quality Assurance Recap (pros, cons, focus areas)
- 1630-1645 Wrap-up



# Peak Season In Review

**Lt Col Todd M. Jensen, TCJ4-H**

**Chief of DP3 Operations**

19 Sep 2017





# Peak Season Summary

Pie chart depicts Weeks 20-35

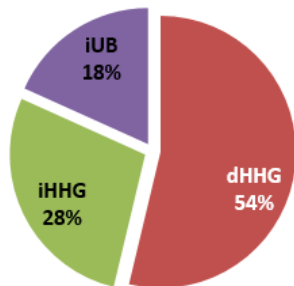
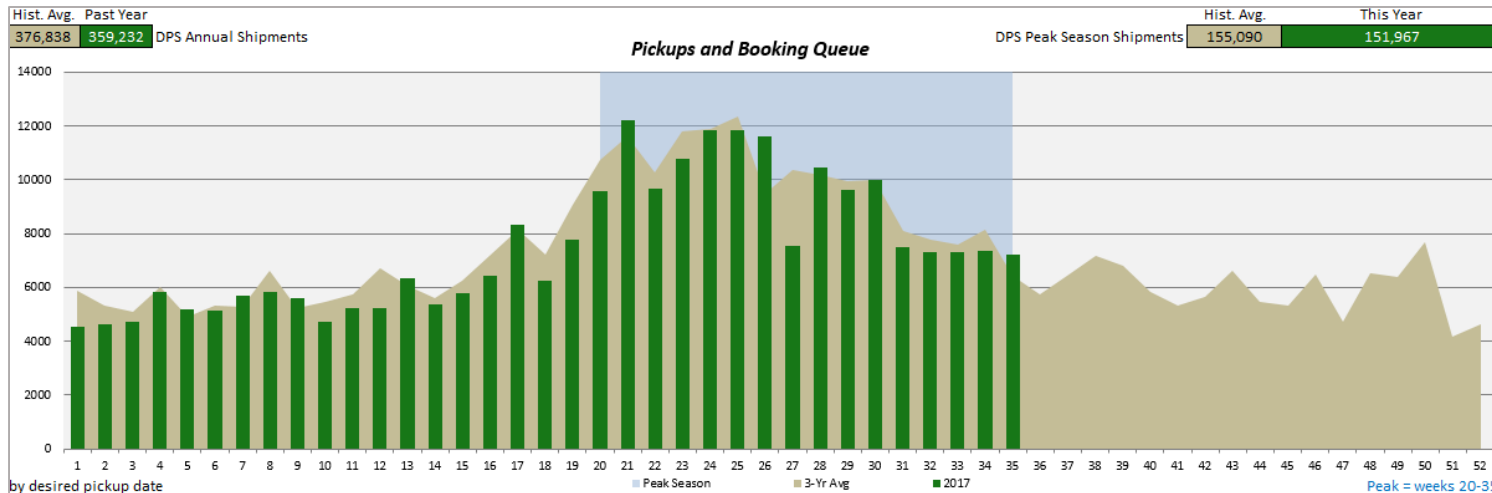


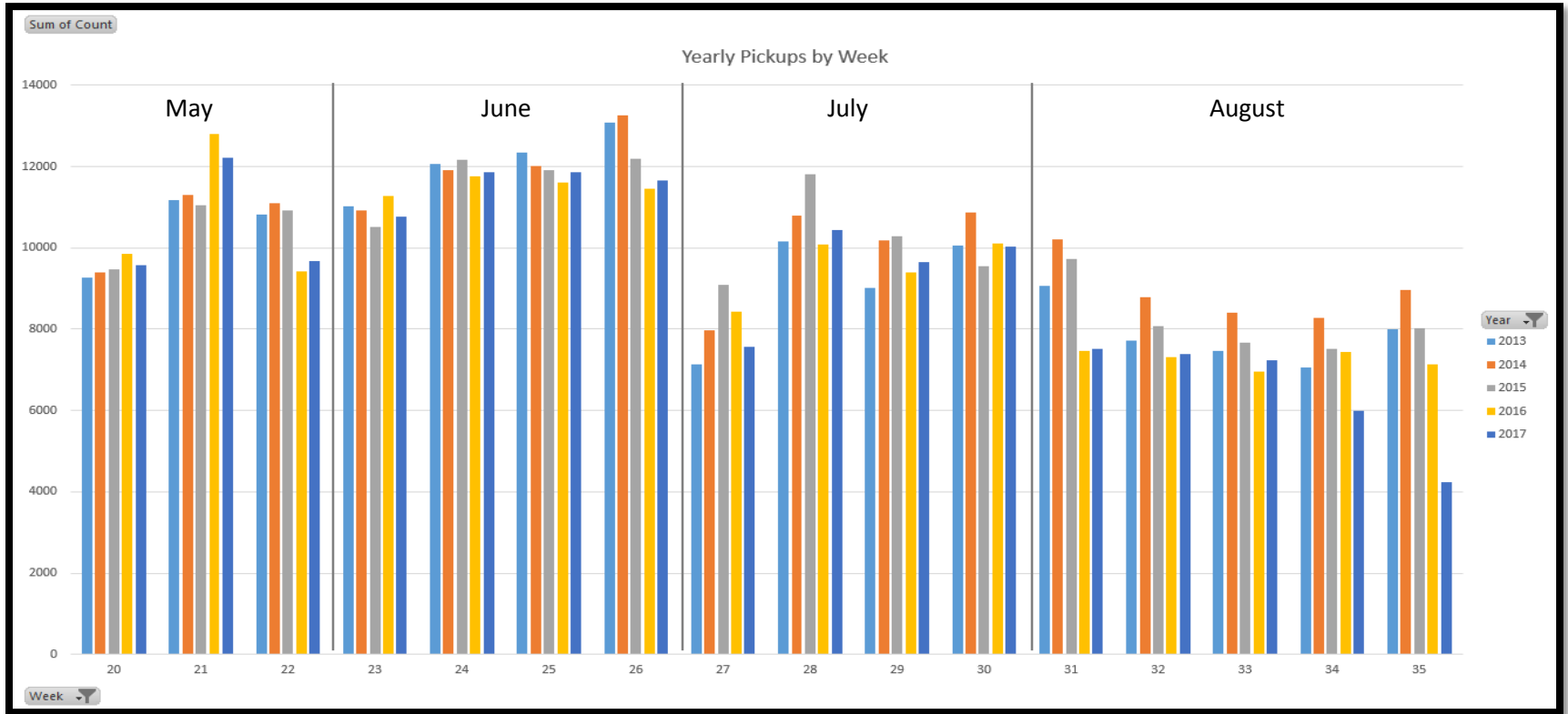
Table depicts Weeks 20-35 pick ups

Market	Total	COS	Pickups	Percent
dHHG	81,680	2	4,386	5.4%
		D	77,294	94.6%
iHHG	42,485	4	41,686	98%
		5	0	0%
		6	23	0%
		T	776	2%
iUB	27,802	7	1,162	4%
		8	3,118	11%
		J	23,522	85%
<b>Total</b>			<b>151,967</b>	
<b>3-Yr Historical Average</b>			<b>154,019</b>	



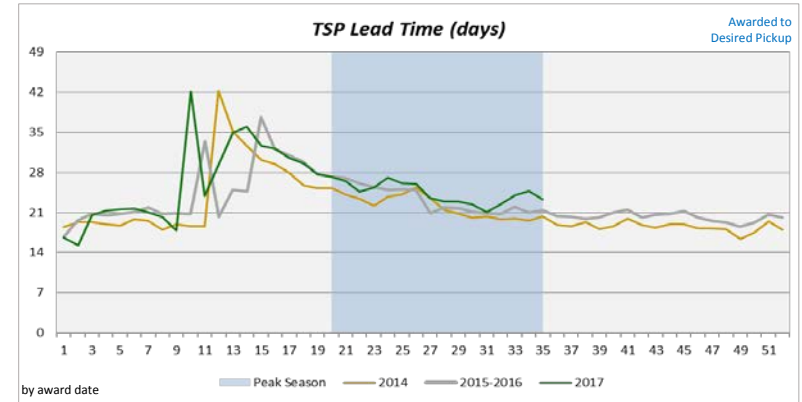
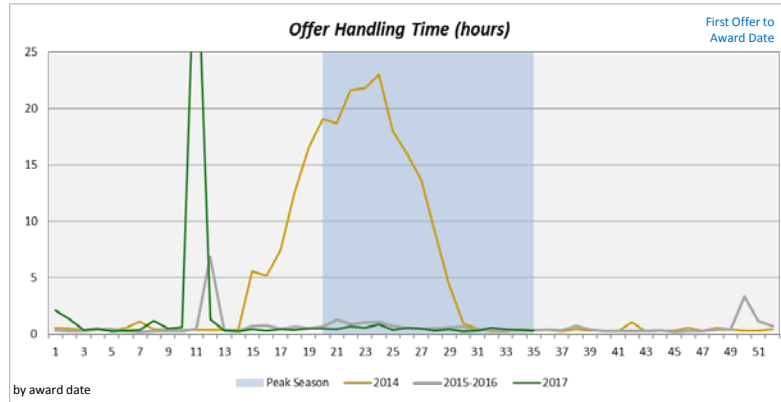


# Yearly Pickups by Week



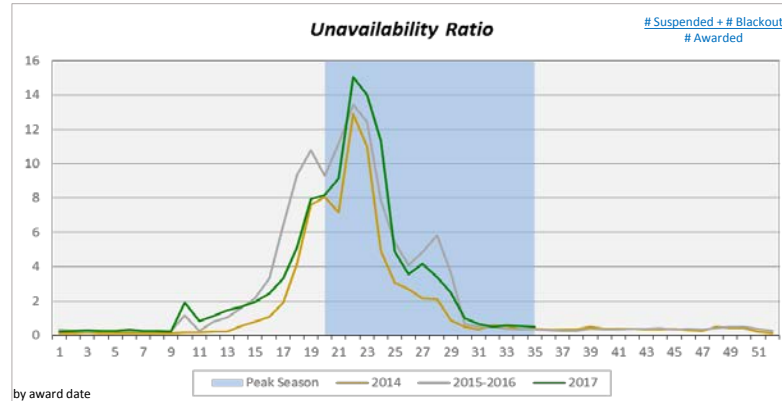
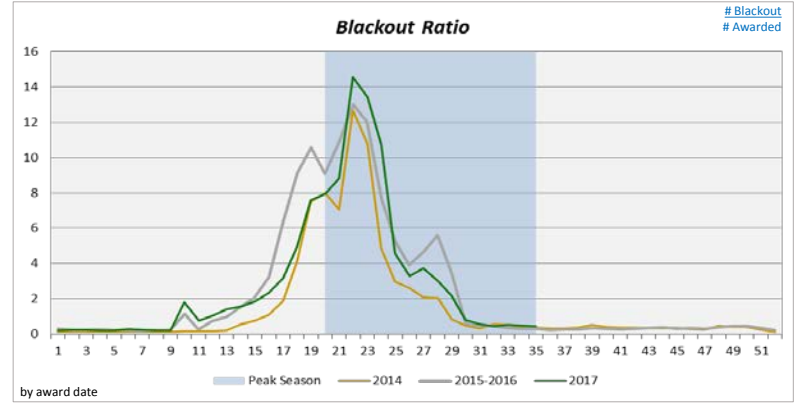
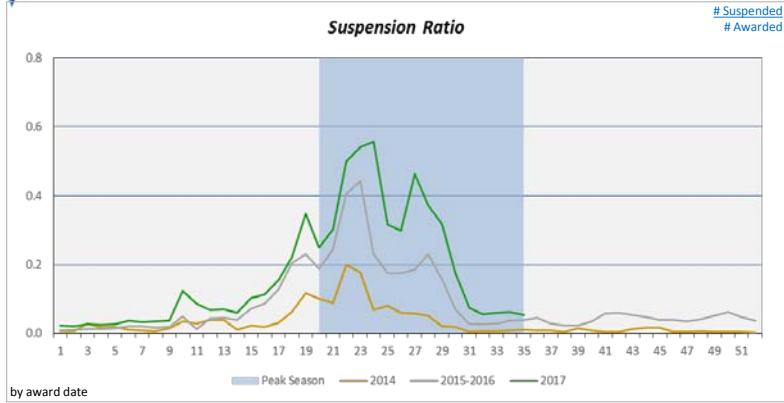


# Shipment Award





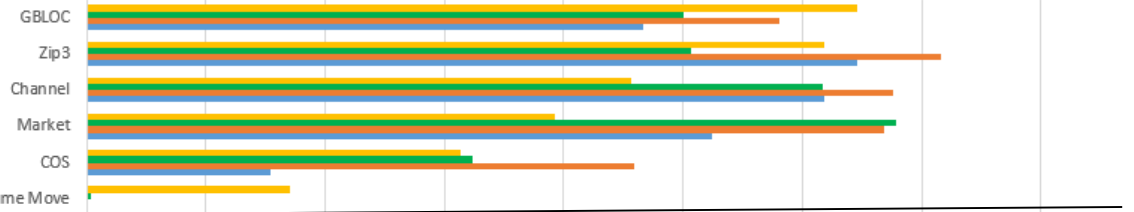
# Availability Measures



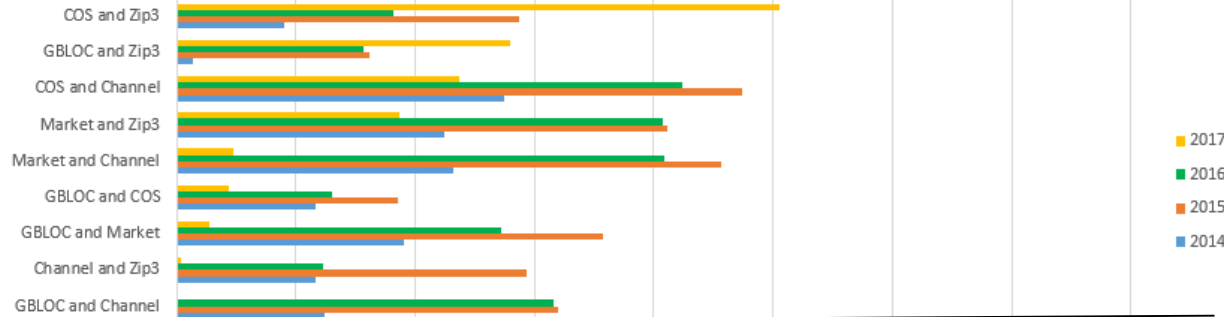


# Peak Season Blackout Capability

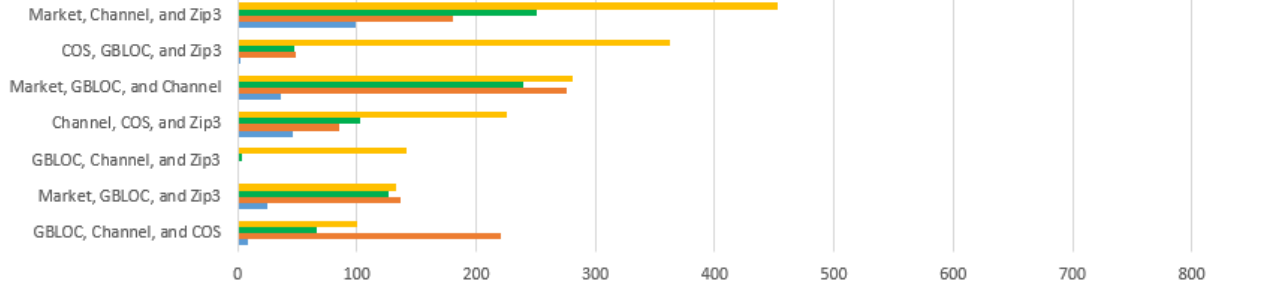
Standalone  
Blackout



2 Blackout Types



3 Blackout Types

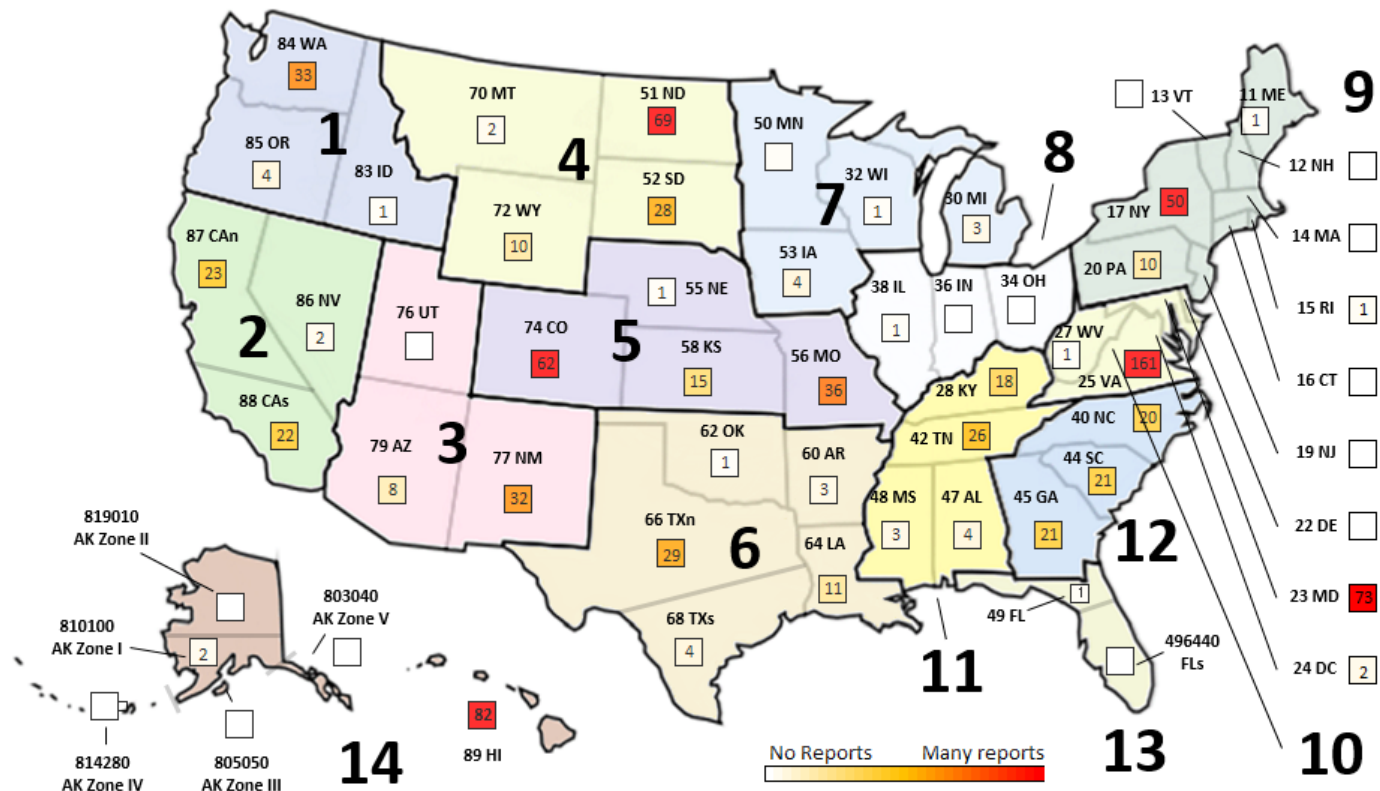


YEAR	Blackouts
2014	4008
2015	6994
2016	5885
2017	6523



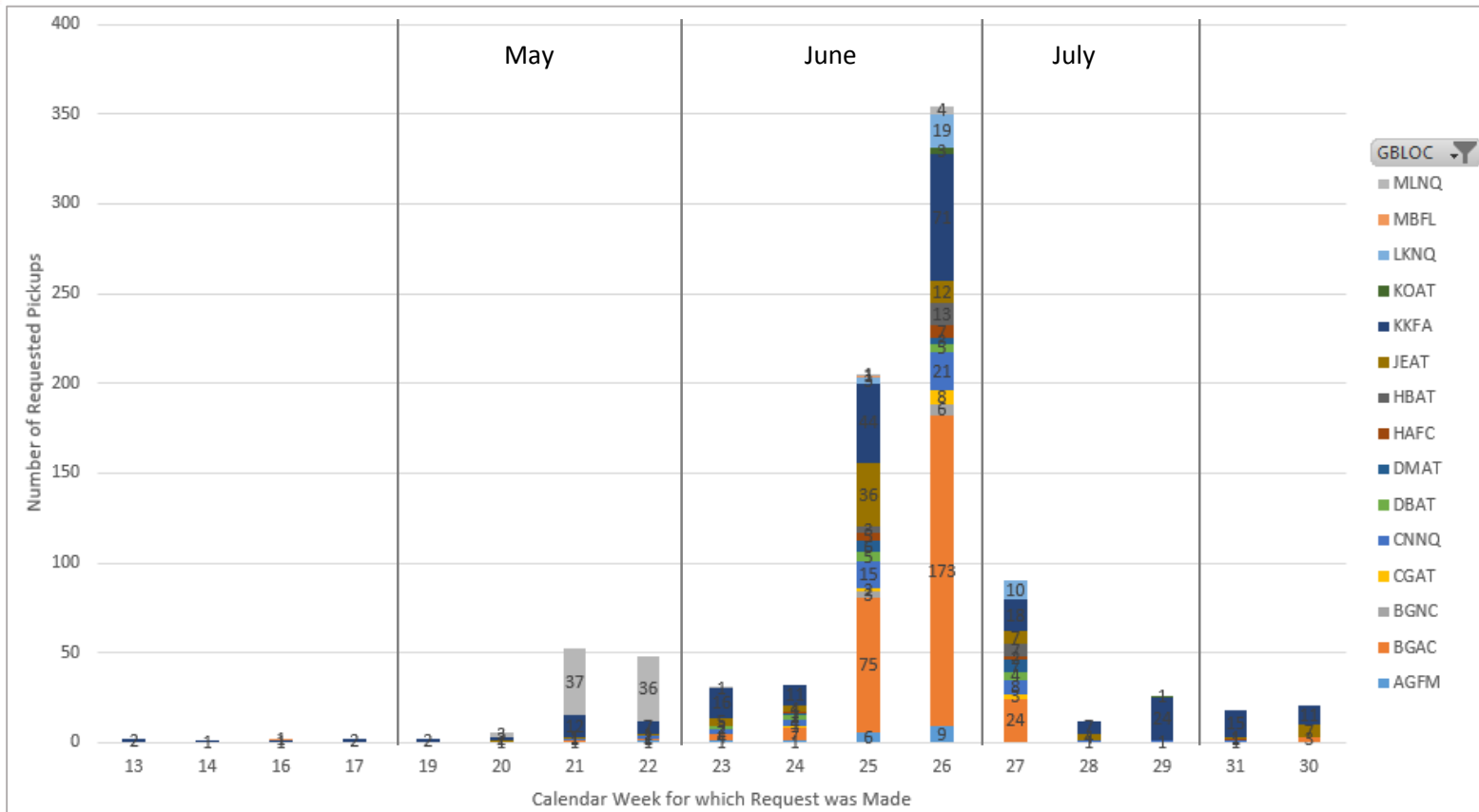


# No Capacity: Geographic Distribution



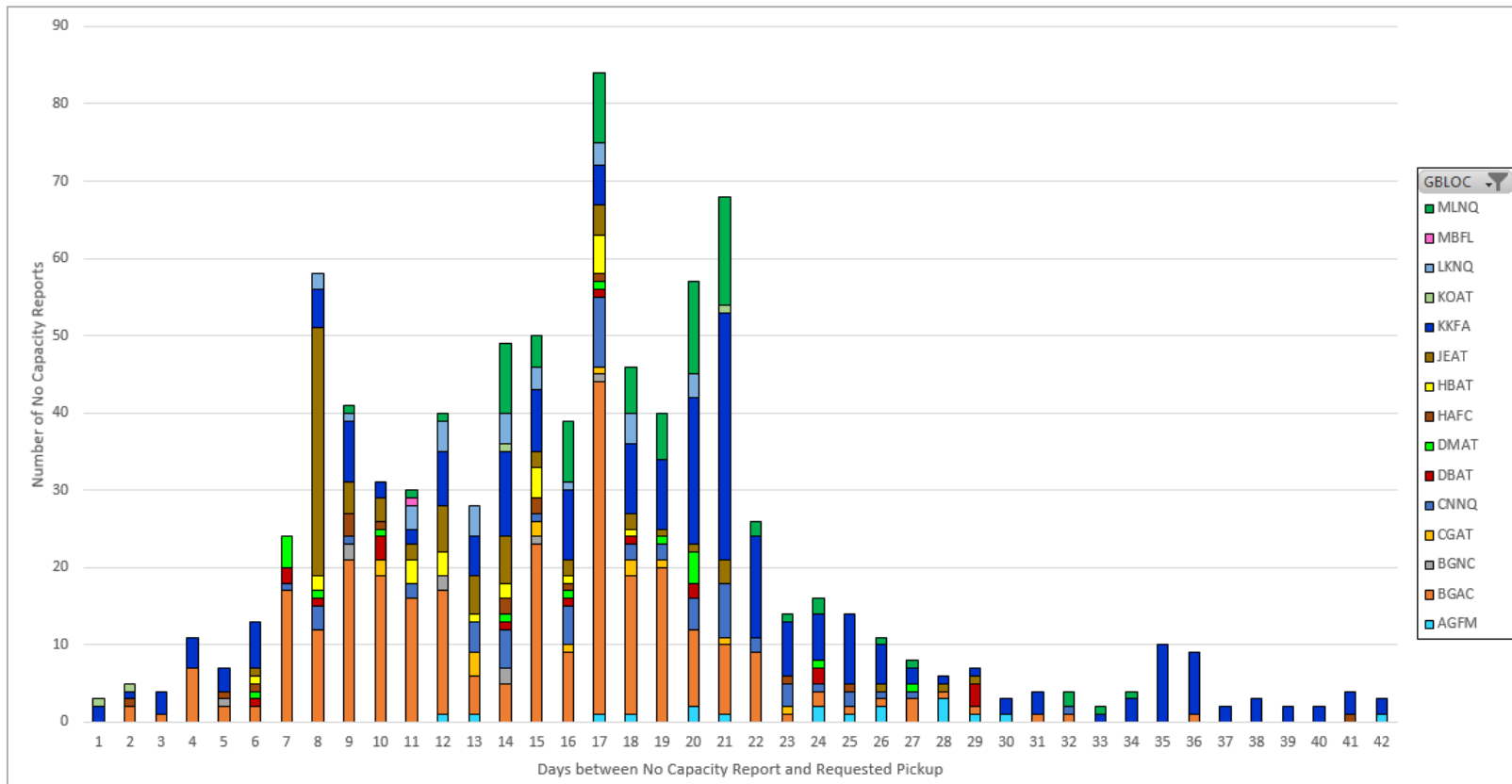


# No Capacity: Reports by Week of Pickup Requested





# No Capacity: Days from Report to Requested Pickup

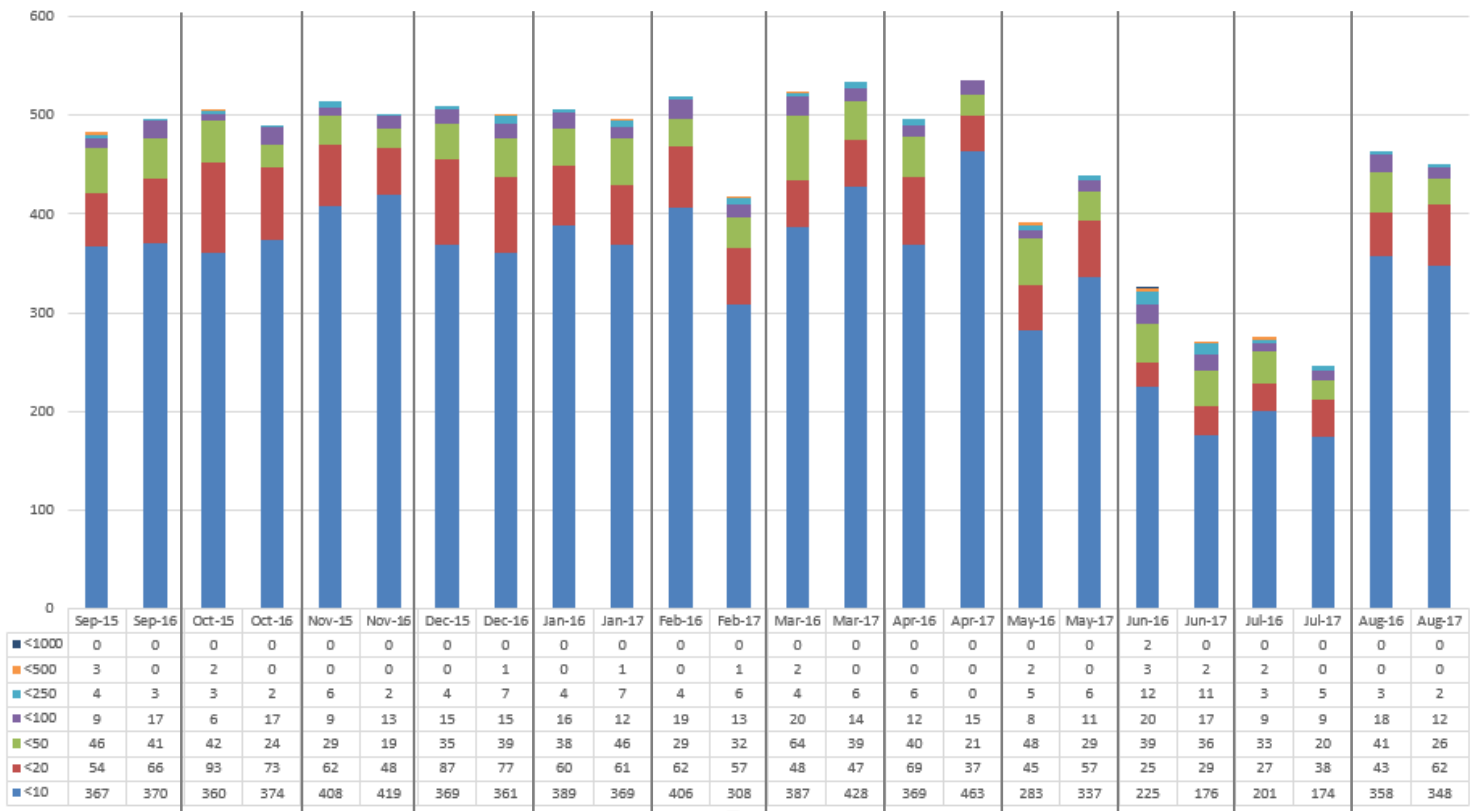






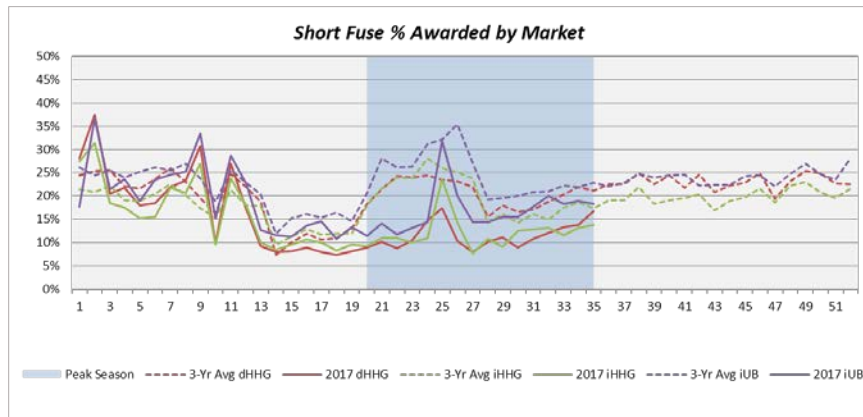
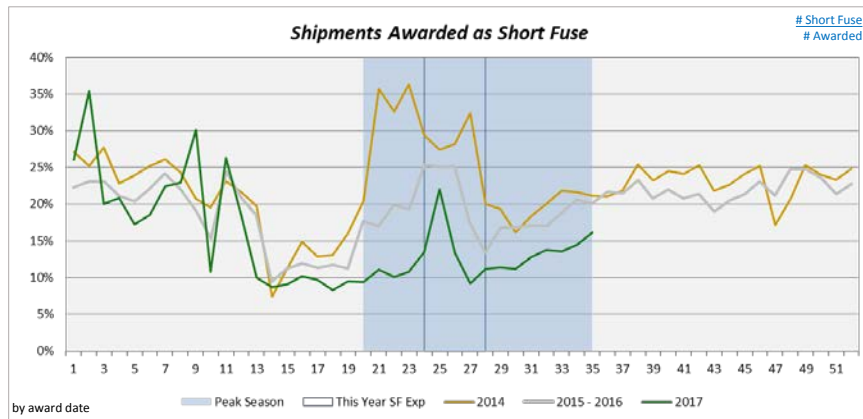
# Short Fuse

Short fuse Awards by SCAC





# Short Fuse (Cont.)

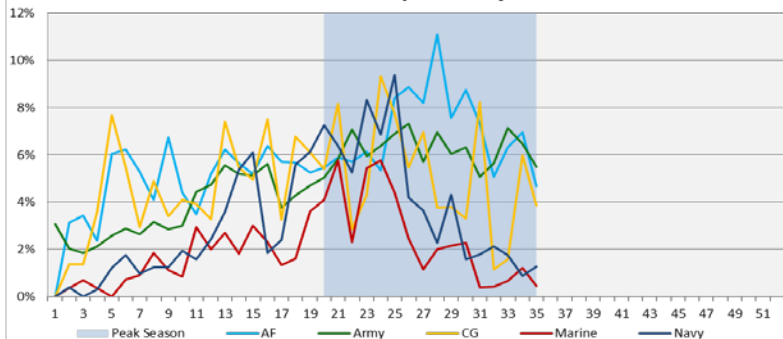


Total Short Fuse Awards					
	Total Awards	SF Awards	% SF	SF SCACs	SF Ship'ts per SCAC
Sep-15	26,885	6,011	22.4%	483	12.45
Sep-16	25,729	5,388	20.9%	497	10.84
Oct-15	26,284	5,668	21.6%	506	11.20
Oct-16	23,791	4,801	20.2%	490	9.80
Nov-15	22,630	5,066	22.4%	514	9.86
Nov-16	20,010	4,393	22.0%	501	8.77
Dec-15	23,262	5,668	24.4%	510	11.11
Dec-16	26,401	5,855	22.2%	500	11.71
Jan-16	22,720	5,124	22.6%	507	10.11
Jan-17	22,883	5,696	24.9%	496	11.48
Feb-16	24,580	5,171	21.0%	520	9.94
Feb-17	22,964	4,727	20.6%	417	11.34
Mar-16	36,891	6,336	17.2%	525	12.07
Mar-17	35,488	5,320	15.0%	534	9.96
Apr-16	43,044	5,261	12.2%	496	10.61
Apr-17	41,549	3,886	9.4%	536	7.25
May-16	42,468	4,990	11.8%	391	12.76
May-17	44,198	4,265	9.6%	440	9.69
Jun-16	39,729	8,145	20.5%	326	24.98
Jun-17	39,329	5,611	14.3%	271	20.70
Jul-16	27,742	3,958	14.3%	275	14.39
Jul-17	27,420	2,988	10.9%	246	12.15
Aug-16	29,741	5,059	17.0%	463	10.93
Aug-17	29,321	4,100	14.0%	450	9.11
<b>Average</b>	<b>30,211</b>	<b>5,145</b>	<b>18.0%</b>	<b>454</b>	<b>11.34</b>



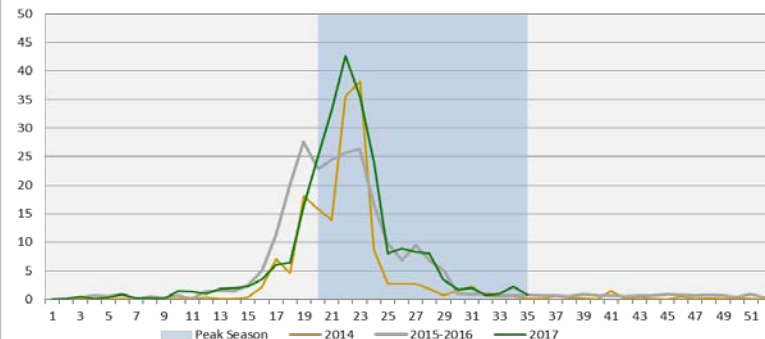
# Code 2

Code 2 Utilization by Branch of Service



by award date

Code 2 Blackout Ratio



by award date

Code 2 Utilization



by award date

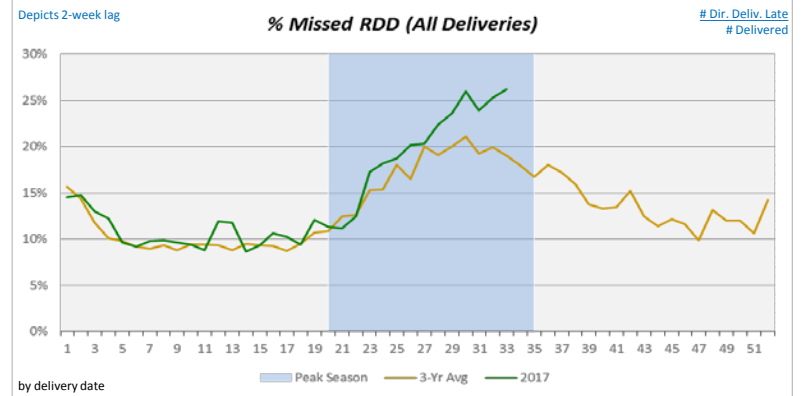
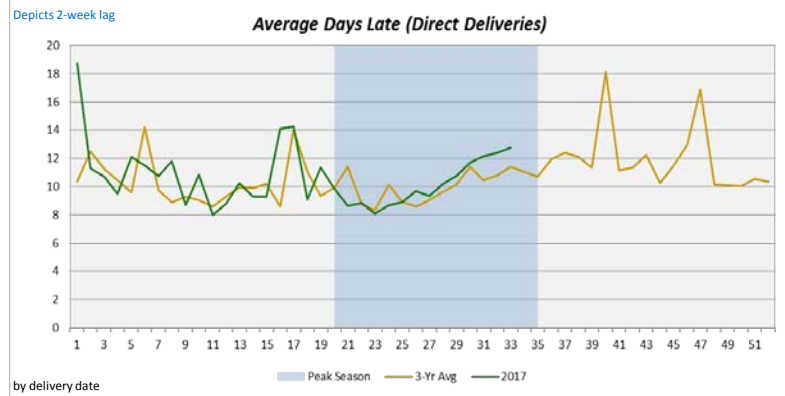
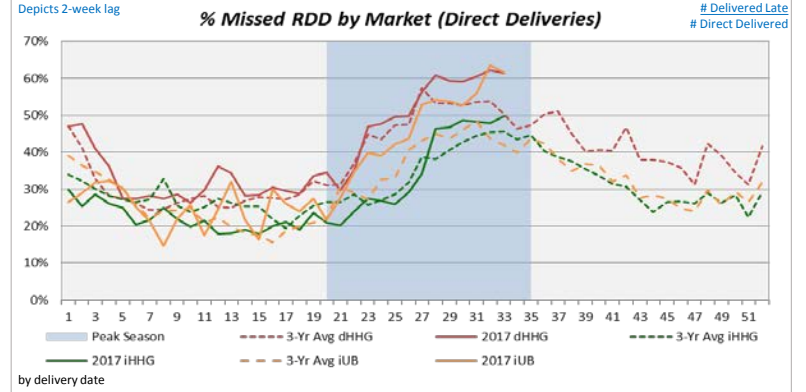
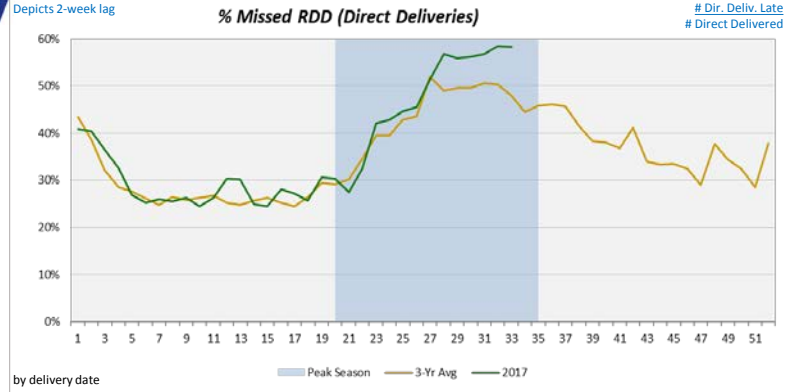
Code 2 Utilization Averaged to Date



by award date



# Deliveries



Note: Data reflects delivery information as entered into DPS by TSPs. When TSPs do not arrive shipments/update delivery data in DPS within 3 business days, there is an impact to the accuracy of delivery information which may result in an inflated missed RDDs percentage.



# Defense Personal Property Program 2017 Open Season

---

- **Open Season conducted where needed for additional capacity as determined by Military Services & SDDC**
- **Baseline: 762 approved Interstate (domestic) TSPs**
- **Difficulty in defining capacity**
  - Unrestricted open season would dilute quality and give a false impression of gained capacity (currently >13,000 interstate TSPs registered with DOT)
  - Established 11 key criteria to facilitate “actual capacity”



# Standard Open Season Criteria

---

## All TSPs, per SDDC Regulation 55-4, must:

- Have a valid Standard Carrier Alpha Code (SCAC)
- Be registered in Third Party Payment System (TPPS)
- Be active in System for Award Management (SAM)
- Be active in Unified Carrier Registration (UCR)
- Be registered with Secretary of State
- Have 5 consecutive years of commercial experience
- Have an active Operating Authority Motor Carrier (MC) or Freight Forwarder (FF) only
- Have cargo liability insurance with minimum \$50,000
- Have performance bond with minimum of \$50,000 (higher for international)
- Have Financials with a minimum Debt to Equity Ratio of 4-to-1 and a Quick Ratio of 1-to-1



## Additional 'Targeted' Criteria

---

- **Limit to channels with an identified need for capacity**
- **Limit to those with a warehouse and/or equipment who currently operate in capacity constrained areas**
  - Target physical capacity
- **Limit to those who are not in common financial administrative control with an approved DP3 TSP**
  - Prevent servicing of additional shipments with the same number of assets



# 2017 Open Season Origin Areas

- Specific channels resulted from data analysis, input from the Services, and commercial industry

Maryland

Montana

Wyoming

New Mexico

Arizona

North Carolina

Virginia

N. Dakota,

Kansas

South Carolina

Georgia

\*Hawaii (International)

D.C.

S. Dakota

Oregon

Missouri

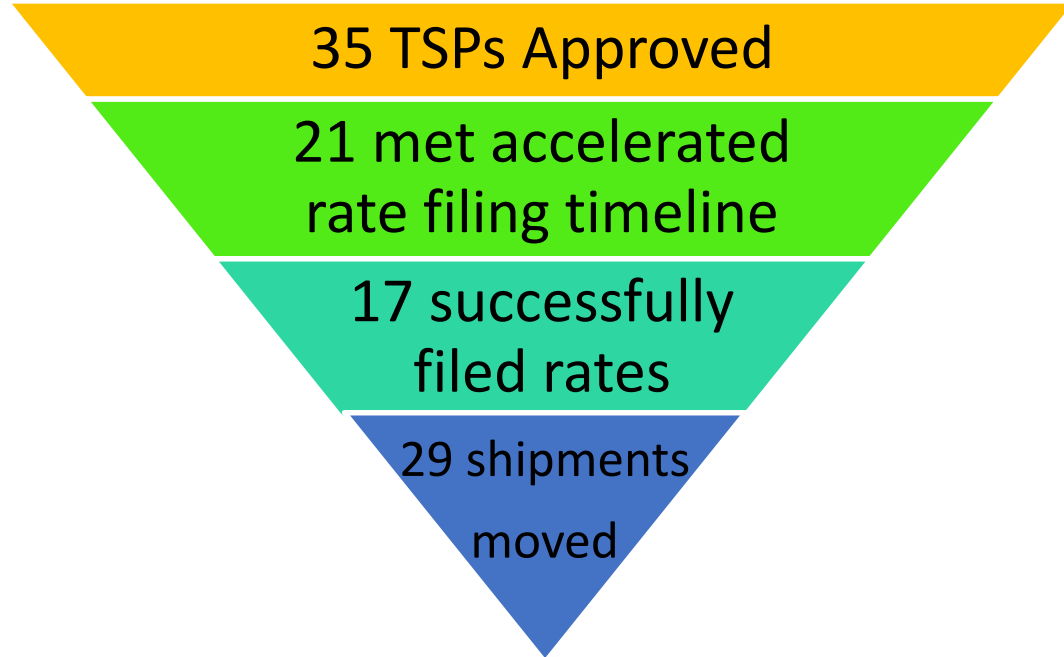
Oklahoma





# 2017 Open Season Outcomes

- Accelerated open season announced 28 March with a 25 April suspense
- On site and virtual training provided at Scott AFB, IL and by Defense Connect Services
- Rate Filing occurred 6-13 June 2017
- 16 TSPs became eligible to move shipments (up to 17 after Round 2)
- New entrant TSPs executed 29 shipments in hard to service locations





# Next Step: 2018 Open Season

- **Analysis of data collected during 2017 Peak Season demonstrates additional requirements exist**
  - No Capacity Reports
  - Blackout Data
  - Service Inputs
- **Success of Accelerated Open Season validated proof of concept (including on site training at Scott AFB)**
- **Ability to add Intrastate capacity (Region15)**
- **Opportunity to gain additional resource based capacity**
- **Timing in sync with regular Rate Filing Schedule**
- **Assess for long term applicability**



# 2018 Open Season Proposed Areas

- **23 total states (11 new and 12 of 16 from April 2017)**

**a. Pennsylvania**

**c. Kentucky**

**e. California (South)**

**g. Texas (North)**

**i. New York**

**k. Florida (North)**

**m. Maryland**

**o. Georgia**

**q. New Mexico**

**s. South Dakota**

**u. Kansas**

**w. North Carolina**

**b. Louisiana**

**d. California (North)**

**f. Tennessee**

**h. Washington**

**j. Colorado**

**l. Virginia**

**n. Arizona**

**p. South Carolina**

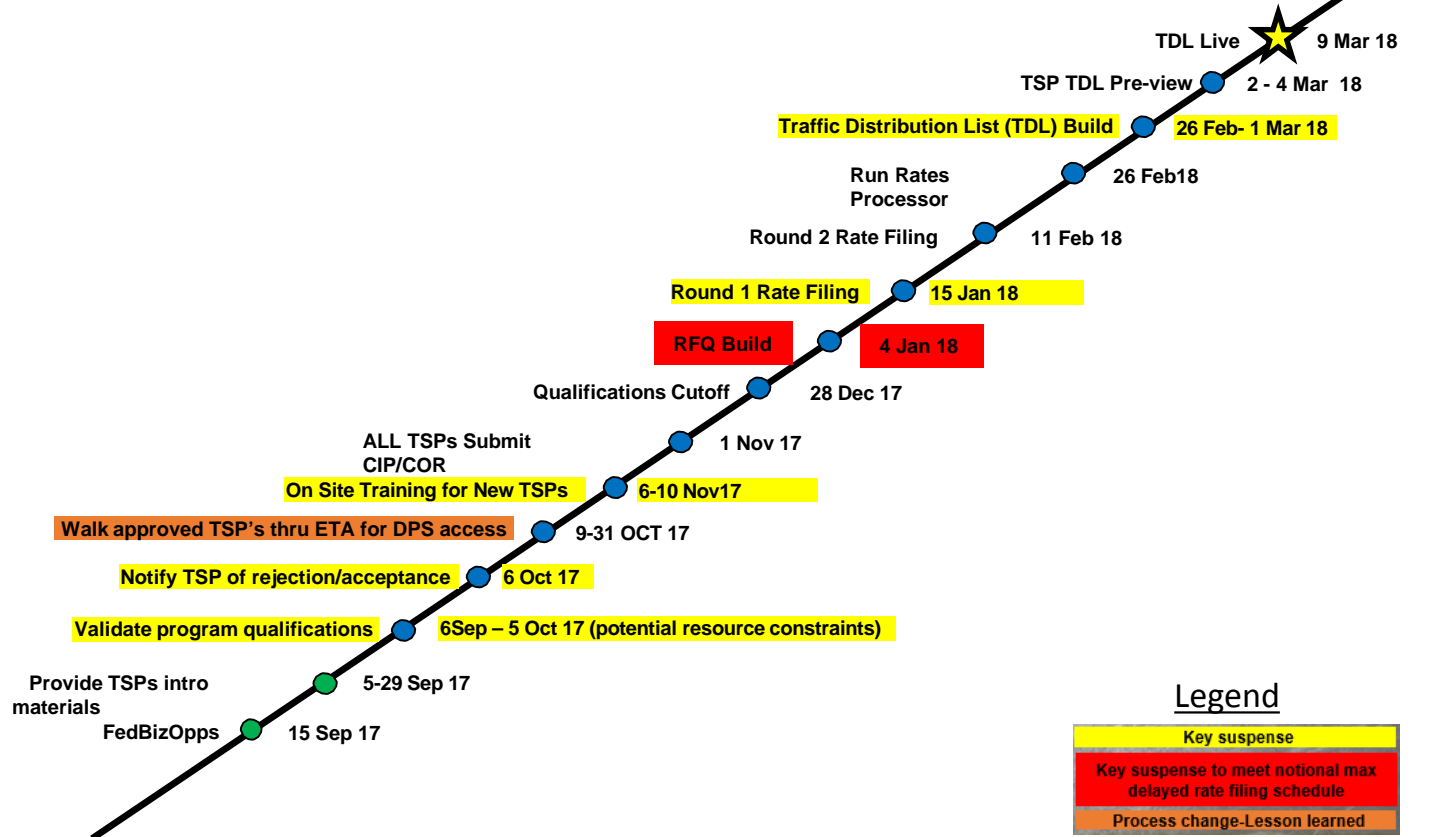
**r. North Dakota**

**t. Wyoming**

**v. Missouri**



# 2017 Open Season Projected Timeline





# Unusual Occurrence

- **Pre-Storm**

- Expect a storm advisory from the USTRANSCOM Storage Management Office
- Take appropriate action determined by time and common local area practice
  - Elevate property when possible
  - Board windows
  - Sandbag entrances

- **Storm**

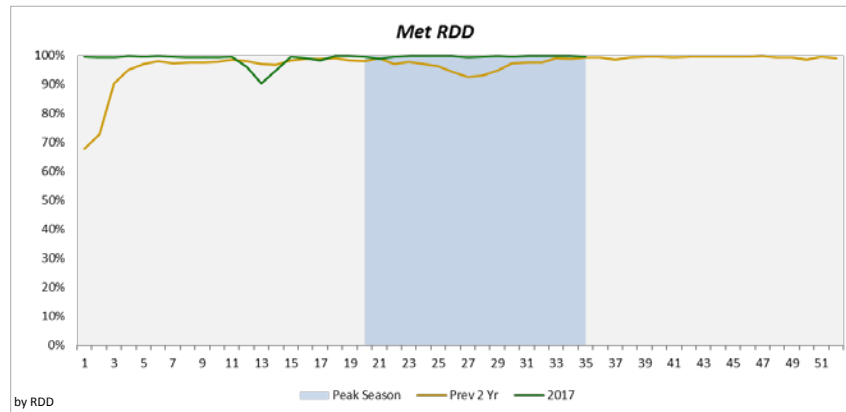
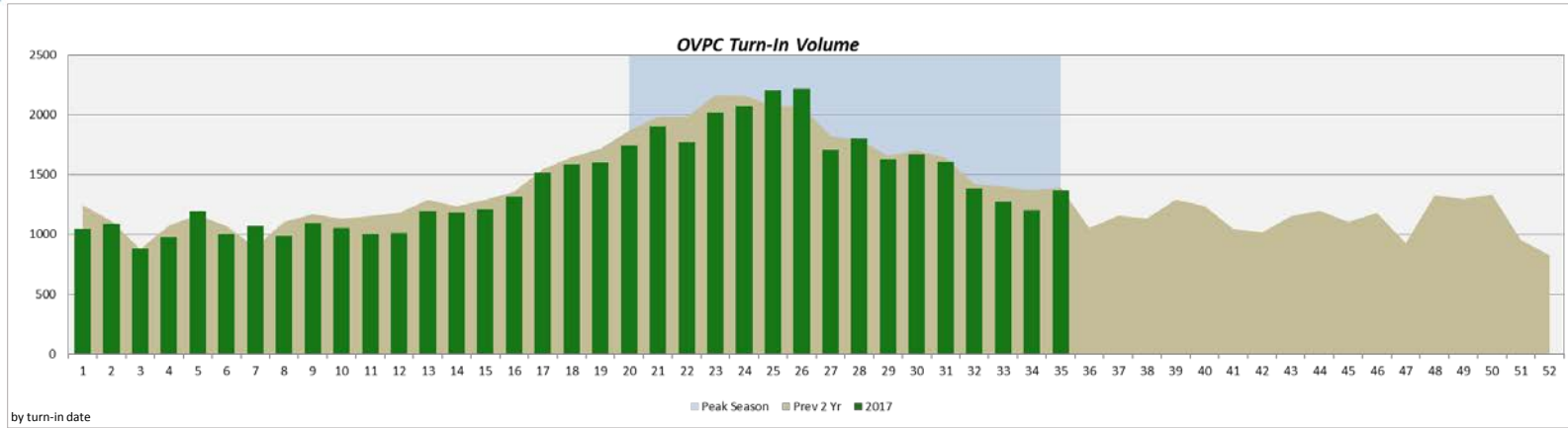
- If evacuated contact the SMO or your local PPSO as soon as possible

- **Post Storm**

- Contact the SMO and PPSO if your facility has sustained structural damages and/or military sponsored shipments have been affected.
  - SMO will establish a reporting battle rhythm
  - Unusual Occurrence team will work the you on a remediation plan



# POV Shipment Overview





# GPC IV Acquisition Milestones

Event	Date
Pre-Solicitation Industry Day/One-on Ones	19 July 2017
Issue Draft Request for Proposal (RFP)	Tentatively Sept 2017
Feedback from Industry on RFP	Tentatively October/November 2017
Issue RFP	Tentatively February 2018
Proposals Due from Industry	Tentatively March/April 2018



---

# Break





# 2017 Rate Filing Summary, Peak Season (15 May – 30 Aug) Shipment Count, and Annual Rates Battle Rhythm

**Mr. Danny Mathews, TCJ4-H**  
19 Sep 2017



# 2017 Rate Filing Summary

- **Start/End – 12 Jan – 18 Feb 17:**
  - International Channels: 18,248
    - 2017 TSPs Filing: (iHHG) 161 and (iUB) 84 (Added 1 – Open Season)
      - 2016 TSPs Filing: (iHHG) 182 and (iUB) 155
  - Domestic Channels: 1,666
    - 2017 TSPs Filing: 817 (Added 21 – Open Season)
      - 2016 TSPs Filing: 826
- **Rates Filed:**
  - 2017 Domestic Bids – 1,348,979 / Accepted – 1,184,049 (87.8%)
    - 2016 Domestic Bids (1,052,904 / Accepted – 1,034,432 (98.2%))
  - 2017 International Bids - 645,863 / Accepted - 447,823 (69.3%)
    - 2016 International Bids - 562,972 / Accepted - 443,047 (78.7%)



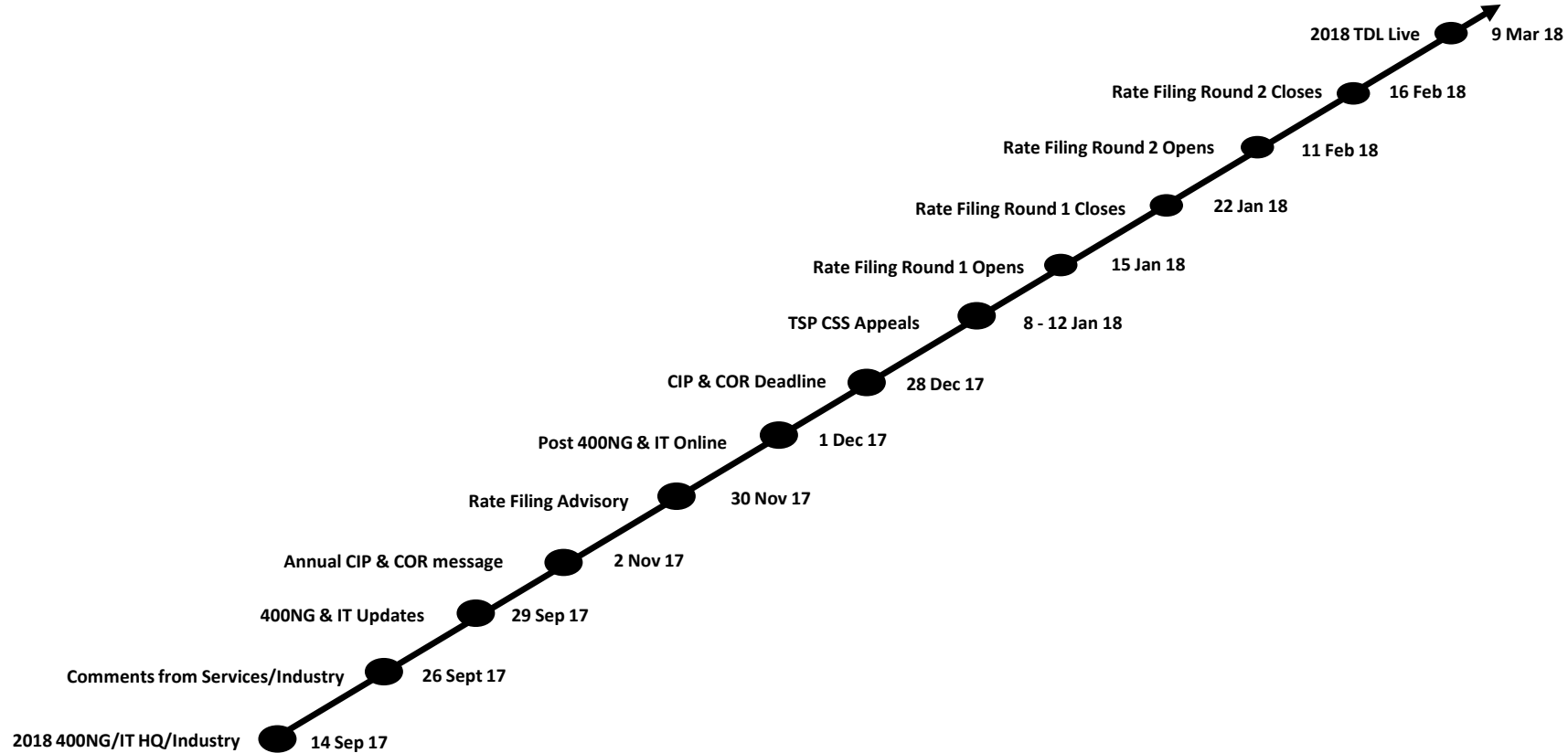
# Peak Season Shipment Count

- 2016 Peak Season (15 May – 31 Aug):
- Total Shipments booked - 150,009:
  - dHHG: 82,004
  - iHHG: 40,235
  - iUB: 26,868
  - OTO: 902

- 2017 Peak Season (15 May – 31 Aug):
- Total Shipments booked - 150,561:
  - dHHG: 80,953
  - iHHG: 41,476
  - iUB: 27,176
  - OTO: 956



# Projected Annual Battle Rhythm





# 2018 400NG (Tariff) and International (Tender) Projected Updates/Changes

**Ms Rosia Lindsey, TCJ4-H**

19 Sep 2017



# 2018 “Tariff” Projected Changes

- **Considered industry input on program consistency/stability**
  - Minimized changes and increased discussion on areas of concern
- **Introduction** – Added language covering Presidential Executive Order on buy American and hire American
- **Item 17-2** – Added subcontracts/subcontractor and Service Members Civil Relief Act:
  - Added language for shipments that convert to member’s expense
    - After all applicable storage charges due by the customer are paid to the warehouseman, final delivery-out services at Government expense may be billed at the current 400NG with a 25% discount
- **Item 120** – Considering authorization for wait time tied to base access when:
  - Free Waiting Time is exhausted
  - Delay not caused in any way due to TSP/agent actions



## 2018 “Tariff” Projected Changes (Cont.)

- **Item 130** – Removed Bulky Article authorization for Kayaks  $\leq$  14 feet
- **Item 210** – Removed the preapproval requirement for Item 210A, 210B, 210C and 210F
  - Exception is when customer has amended orders or is a retiree/separatee
- **Item 2009** – Removed requirement for TSP to notify destination PPSO when COS D is packed as COS 2
- **Appendix A** – Adjusted manual cost example to use 2017 cost data



## 2018 “Tender” Projected Changes (Cont.)

- **Tender changes in following areas are identical to those in the domestic tariff:**
  - Introduction Presidential Executive Order on buy American
  - Item 218 – SIT Period
  - Item 503 – Waiting Time
  - Item 520 – SIT delivery in/out
- **Item 513 – Fuel Surcharge:** Invoice must be submitted, FSC is not authorized for shipments moved via rail. Added example on how to calculate FSC
- **Item 908 –Punitive Action associated with Volume Moves:** Aligned language with tariff





# 2018 “Tender” Projected Changes (Cont.)

- **Item 1602 – Channel Control: Update to the Channel Control Listing:**
  - 468 Special Solicitation channels becoming OTO channels
    - Egypt to CONUS (COS 8)
    - CONUS to/from Egypt (COS T)
    - CONUS to/from Greece (COS 4)
    - CONUS to/from Greece (COS 8)
    - Thailand to CONUS (COS 4)
    - Thailand to CONUS (COS 8)
  - 208 OTO channels becoming Standard INTL channels
    - CONUS to/from Qatar (COS 6)
    - CONUS to/from Saudi Arabia (COS 6)



# DP3 and Tariff/Tender Reminders

- **Updating the Defense Personal Property System (DPS):**
  - After a shipment status changes TSP should update shipment management within timelines
  - TSP ensure correct information is entered in system (e.g. weights, arrival, SIT in/out and delivery dates, etc.)
  - Shipment remarks should be utilized for anything that will affect RDD
- **Item 221 - Foreign Flag (FF) Adjustment:**
  - If approved for FF use the TSP is required to reimburse the difference between the FF rate and the SFR rate
  - Increased emphasis on Foreign Flag reimbursement on horizon
- **Pickup/Delivery out of SIT (delays):**
  - If the TSP cannot execute the delivery within 3 days (UB) or 5 days (HHG) of the customer's requested delivery date (RDD), the additional days storage will cease on the 3/5 GBD after the RDD. See 400NG (Item 17) and International Tender (Item 518 & Item 519)



# Base Access



# **Personal Property Forum September 19, 2017**

## **Motor Carrier Installation Access Update**

Mr. Steve Lord  
OSD(Transportation Policy)



# Motor Carrier Installation Access

## Air Force and Navy:

- Deploying nationwide software update to Defense Biometric Identification System (DBIDS) on October 9, 2017 to initiate test through end of October
  - Following successful test - will go live nationwide November 1, 2017
  - Allows system to scan and enroll TWIC
  - Requires one time enrollment at visitor center (no sponsor required)
- Continuing to develop software to scan/enroll drivers license (expected FY18)

## Army:

- Two operational Automated Installation Entry (AIE) installations
- Allows system to scan and enroll driver's license at gate (no sponsor required)
- Expects to have 16 operational AIE installations by the end of 2017
- Continuing to develop software to scan/enroll TWIC (expected December 2017)

## Marine Corps:

- Will begin deploying DBIDS in FY18 (expected completion FY18)



# Motor Carrier Installation Access

## All Services:

- Unescorted access requires:
  - Present valid ID (REAL-ID, TWIC, Passport, etc)
  - Pass background check (automated after enrollment)
  - Present a need for access (bill of lading, invoice, access roster)
- Enrolled for 3 years or until the expiration of the credential, whichever comes first
- Enrolled visitors will be disenrolled if they do not visit an installation within a year
- OSD(I) policy to standardize fitness criteria expected in Spring FY18

## Real-ID Reminder:

- Federal facilities are prohibited from accepting driver's licenses/state ID cards from states/territories deemed non-compliant with REAL ID Act
- See state/territory status at: <https://www.dhs.gov/current-status-states-territories>
- Alternative forms of ID listed at: [https://www.dhs.gov/sites/default/files/publications/isc-real-id-guide-august-2015-508\\_0.pdf](https://www.dhs.gov/sites/default/files/publications/isc-real-id-guide-august-2015-508_0.pdf)



---

# Industry Panel



# Industry Topics

- **AMSA**

- Need for more specific disaster relief guidance
- Peak Season compression on Agent Capacity

- **NDTA**

- Tender of Service and commercial best practices
- Preapproval process...how to standardize across program

- **IAM**

- Disaster relief guidance – determine “Act of God” criteria and declare it sooner. Does not relieve duty to mitigate
- Blanket Foreign Flag waivers
- Novation Process – streamline
- OCONUS rate review

- **NCMA**

- Establish Background check standards – Establish a reasonable time limit for restricting legitimate service providers access to work on the base.
- Waiting time – payment of waiting time after 1 hr. delayed at the gate.





# Lunch



# Defense Transportation Regulation (DTR)

**Mr. Jim Teague**

19 Sep 2017



# Agenda

---

- **Authority/Stakeholders**
- **Background**
- **Purpose**
- **History/Timeline**
- **DTR Charter/Responsibilities/Duties**
- **Resources/Specifics**
- **Recent Structural/User Enhancements/Portals Hits**
- **Submitting/Staffing Changes**
- **Recent Part IV Changes**



# Authority/Stakeholders

- **DoDD 4500.09E, Transportation and Traffic Management**
  - Directs USTRANSCOM to develop, publish and maintain DTR 4500.9-R, Defense Transportation Regulation
  - All users of Defense Transportation System (DTS) must comply
- **Stakeholders:**
  - DASD-TP
  - USTRANSCOM/TCCs
  - Military Services
  - DoD Agencies
  - U.S. Coast Guard
  - Combatant Commands
  - Federal Inspection Services

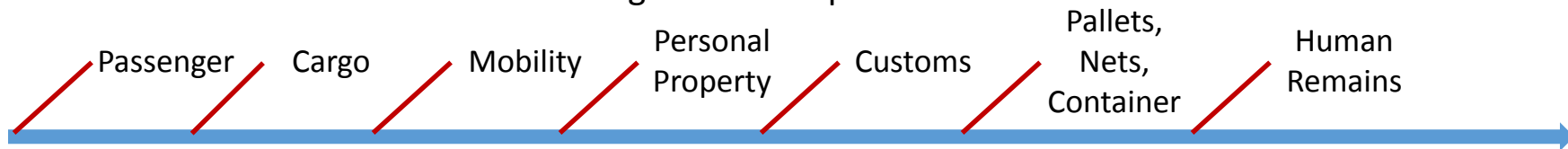
**Stakeholder Collaboration is Key  
to publishing timely and useable  
procedural guidance in the DTR**



# DTR Background

- **Background**

- DTR “standardized” 40+ service unique transportation regulations into a single guide for Defense Transportation System users
- Used by over 951 users sites world-wide as a tool to perform their mission
- DTR covers 7 distinct Traffic Management Disciplines:



- DTR is structured to address a process from beginning to end for each discipline

**Implements DoD/Govt Policies and Joint Doctrine**



# DTR Purpose

---

## DTR Purpose

- DTR provides Department of Defense (DoD) procedures/guidance for the deployment, sustainment, redeployment and/or movement of personnel, cargo, equipment, including personal property via all modes of transportation.
- Also prescribes standard data elements, codes, formats, documents, forms, rules, methods, and procedures.
- Target audience is all installation transportation management officers.



# DTR History/Timeline

- **Mar 94 - USD(AT&L) assigned 38 DoD common-user trans pubs (approx. 2,200 pgs) to USTRANSCOM as Exec Agent**
- **Jan 95 – DEPSECDEF granted USTRANSCOM, a National Reinvention Laboratory, relief from coordination via the SD 106 (DoD Issuances Program Coordination Record)**
  - DTR development/update process with stakeholder participation/coordination justifies relief from SD 106 process
- **Nov 98 – USD(AT&L) assigned additional 4 regulations (approximately 1,500 pages)**
- **Jan 00 – First DTR Charter with the DTR stakeholders signed to formalize coordination process**
- **Aug 07 – ADUSD(TP) redesignated DTR as an unnumbered regulation issued by USTRANSCOM under OSD authority**



# DTR Charter, 29 July 2014

---

**Working agreement between USTC and DTR stakeholders establishing ground rules for DTR change process – signed by the stakeholders**

- **Purpose:**

- Streamline process for making changes to the DTR
- Stakeholder Analysis, Collaboration, including legal sufficiency is essential to change process

- **Intent:**

- Reduce the number of rewrites
- Develop timely changes
- Obtain approval prior to publication





# DTR Charter - Responsibilities

---

- **Military Services have responsibility and purview over travel and transportation entitlements**
- **USTRANSCOM responsible for proponency/approval authority for DTR after stakeholder coordination**
- **Action Officer Working Group (AO WG) members propose and coordinate DTR guidance as necessary for effective/efficient operations**
- **The GS-15/06 level Oversight Working Group oversees activities of AO WG**



# DTR Charter - Duties

- **AO WG (Military Services and TCJ4-P)**
  - Provide organization position
  - Ensure liaison with USMC DTR Administrator and other Services/Agencies
  - Submit change proposals
  - Evaluate DTR change proposals
  - Submit a single, coordinated position on proposed changes
- **Oversight Working Group**
  - 0-6/GS-15 level
  - Approval for AO WG proposals
- **DTR Administrators**
  - Perform directive analysis function
  - Recommend improvements and additional procedural guidance
  - Develops, publishes, maintains DTR in current status
  - Coordinates with AO WG and 0-6 Oversight Work Group



# DTR Resources

---

- **DTR Administrators (6)**
  - Coordinate AO WG activities
  - Process AO WG changes in 45 days
  - Refresh each DTR part every 3 years
- **Contracted Support (2)**
  - 508 Compliance
  - Formatting
  - Manage DTR web page content
  - Tech writer (For Government pubs)
- **DTR Oversight (0-6 Level)**
  - Coordinate Oversight Work Group activities
  - Process final coordination – 30 days
  - Engage FO/GO/SES stakeholders, when necessary



# DTR Specifics

<u>Part</u>	<u>Title</u>	<u>Pages</u>
I	Passenger Movement	195
II	Cargo Movement	965
III	Mobility	345
IV	Personal Property	640
V	Customs	393
VI	Intermodal Container	117
VII	Human Remains	10
	Abbreviations & Acronyms	25
	Definitions	67
	Missions, Roles & Responsibilities	11
	References	31
	<b>Total Pages:</b>	<b>2,799</b>

**\* Down from approximately 3,700 pages**



# DTR Administrators

---

- **Part I – Passenger Movement: Ms. Margaret Batchelor; (618) 220-4797**
- **Part II – Cargo Movement: Mr. Darrell Khine; (618)220-7433**
- **Part III – Mobility: Mr. Joseph Sottoriva; (618) 220-4801**
- **Part IV – Personal Property: Ms. Laura Bernardo; (618) 220-6701**
- **Part V – Customs: Ms. Maria Vinup; (618) 220-6353**
- **Part VI – Intermodal: Mr. David Myers; (618) 220-7181**
- **Part VII – Human Remains: Ms. Margaret Batchelor**
- **Org Box: TRANSCOM Scott AFB TCJ5/4 Mailbox PT**  
[transcom.scott.tcj5j4.mbx.pt1@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pt1@mail.mil)



# DTR User Enhancements

2012

2012: DTR Survey

2012: DTR Search Engine

2014: DTR Charter Updated

2014: Standardized placement of Roles  
and Responsibilities

2015: DTR Quick Links

-- Abbreviations, Acronyms,  
Definitions, References  
-- Roles & Responsibilities

Partnership with  
Stakeholders for  
timely updates &  
process  
Improvement



<https://www.ustranscom.mil/>



**USTRANSCOM**  
United States Transportation Command

Enterprise Readiness  
Center

Doing Business with  
USTRANSCOM

Moving Passengers  
and Cargo

Defense Transportation  
Regulations

[Incoming Personnel](#)

[Command Information](#)

[Associated Websites](#)

[Freedom Of Information Act](#)

[Customer Feedback](#)

### Our Mission...

USTRANSCOM is the DOD provider of full-spectrum global mobility solutions and enabling capabilities to our customers in peace and war.

Together, we deliver.

#### Enterprise Readiness Center

Executive Working Groups  
Learn about transportation options  
Speak to a customer liaison

#### Doing Business With USTRANSCOM

Acquisition Information  
Transportation and Technology  
Industry Liaison Office  
Industry Resources

#### Moving Passengers and Cargo

Denton Program  
Airlift  
Surface lift  
Sealift  
Defense Transportation Regulations



Office of Public Affairs | United States Transportation Command | Scott Air Force Base IL 62226-5357

This is a Department of Defense (DOD) computer system. Please read our Privacy, Accessibility, Use and Non-Endorsement Disclaimer Notice.



<https://www.ustranscom.mil/dtr/index.cfm>

**USTRANSCOM**  
 United States Transportation Command

[Enterprise Readiness Center](#) | 
 [Doing Business with USTRANSCOM](#) | 
 [Moving Passengers and Cargo](#) | 
 [Defense Transportation Regulations](#)

[Passenger](#) | 
 [Cargo](#) | 
 [Mobility](#) | 
 [Personal Property](#) | 
 [Customs](#) | 
 [Intermodal](#) | 
 [Human Remains](#) | 
 [Customer Feedback](#)

## Defense Transportation Regulations

Search All DTR...



Passenger Movement (DTR Part I)

### DTR Volume

- Passenger Movement (Part I)
- Cargo Movement (Part II)
- Mobility (Part III)
- Personal Property (Part IV)
- Customs (Part V)
- Intermodal (Part VI)
- Human Remains (Part VII)

### Contact Information

- Email | (618) 220-4797
- Email | (618) 220-7433
- Email | (618) 220-7529
- Email | (618) 220-4803
- Email | (618) 220-4801
- Email | (618) 220-7181
- Email | (618) 220-4797

### Quick Links

- References
- Acronyms
- Definitions
- Abbreviations

If you need assistance with a particular part of the DTR, please contact the office associate with it as indicated above.

The Defense Transportation Regulations available here are in Adobe Acrobat (PDF) format. In order to view these documents you must have a copy of the Adobe Acrobat Reader. The Reader is freely available from Adobe Systems Incorporated and may be used standalone or as a helper application from within your web browser.

To obtain the Adobe Acrobat Reader, go to this address and follow the instructions: <http://www.adobe.com/acrobat/readstep.html>

Use the following Uniform Resource Locator (URL) to access tables in the USTRANSCOM Reference Data Management (TRDM): <https://tdms.mil/ustranscom.mil>, then select the DTR tab on the left.

For DOD Contractors without .mil or gov access that need access to the code tables, the tables are accessible by all users, to include DOD contractors and vendors through the Defense Transportation Electronic Business (DTEB) website at <http://www.ustranscom.mil/dtr/assess/dteb/>, and click Reference Data.



Office of Public Affairs | United States Transportation Command | Scott Air Force Base IL 62225-5337  
This is a Department of Defense (DOD) computer system. Please read our Privacy, Accessibility, Use and Non-Endorsement Disclaimer Notice.

<https://www.ustranscom.mil/dtr/dtrp4.cfm>

**USTRANSCOM**  
 United States Transportation Command

[Enterprise Readiness Center](#) | 
 [Doing Business with USTRANSCOM](#) | 
 [Moving Passengers and Cargo](#) | 
 [Defense Transportation Regulations](#)

[Passenger](#) | 
 [Cargo](#) | 
 [Mobility](#) | 
 [Personal Property](#) | 
 [Customs](#) | 
 [Intermodal](#) | 
 [Human Remains](#) | 
 [Customer Feedback](#)

## Personal Property

4500.9-R-Part IV December 2015

Search DTR Part IV...

Table of Contents	Chapters 401-413	Appendix A-V	DP3 Phase III Appendix V	Quick Links
Table of Contents - Updated June 2017				PDF
Change Requests - Updated June 2017				PDF

If you need assistance with Personal Property, please contact (618) 220-6701 or by Email

The Defense Transportation Regulations available here are in Adobe Acrobat (PDF) format. In order to view these documents you must have a copy of the Adobe Acrobat Reader. The Reader is freely available from Adobe Systems Incorporated and may be used standalone or as a helper application from within your web browser.

To obtain the Adobe Acrobat Reader, go to this address and follow the instructions: <http://www.adobe.com/acrobat/readstep.html>

Use the following Uniform Resource Locator (URL) to access tables in the USTRANSCOM Reference Data Management (TRDM): <https://tdms.mil/ustranscom.mil>, then select the DTR tab on the left.

For DOD Contractors without .mil or gov access that need access to the code tables, the tables are accessible by all users, to include DOD contractors and vendors through the Defense Transportation Electronic Business (DTEB) website at <http://www.ustranscom.mil/dtr/assess/dteb/>, and click Reference Data.

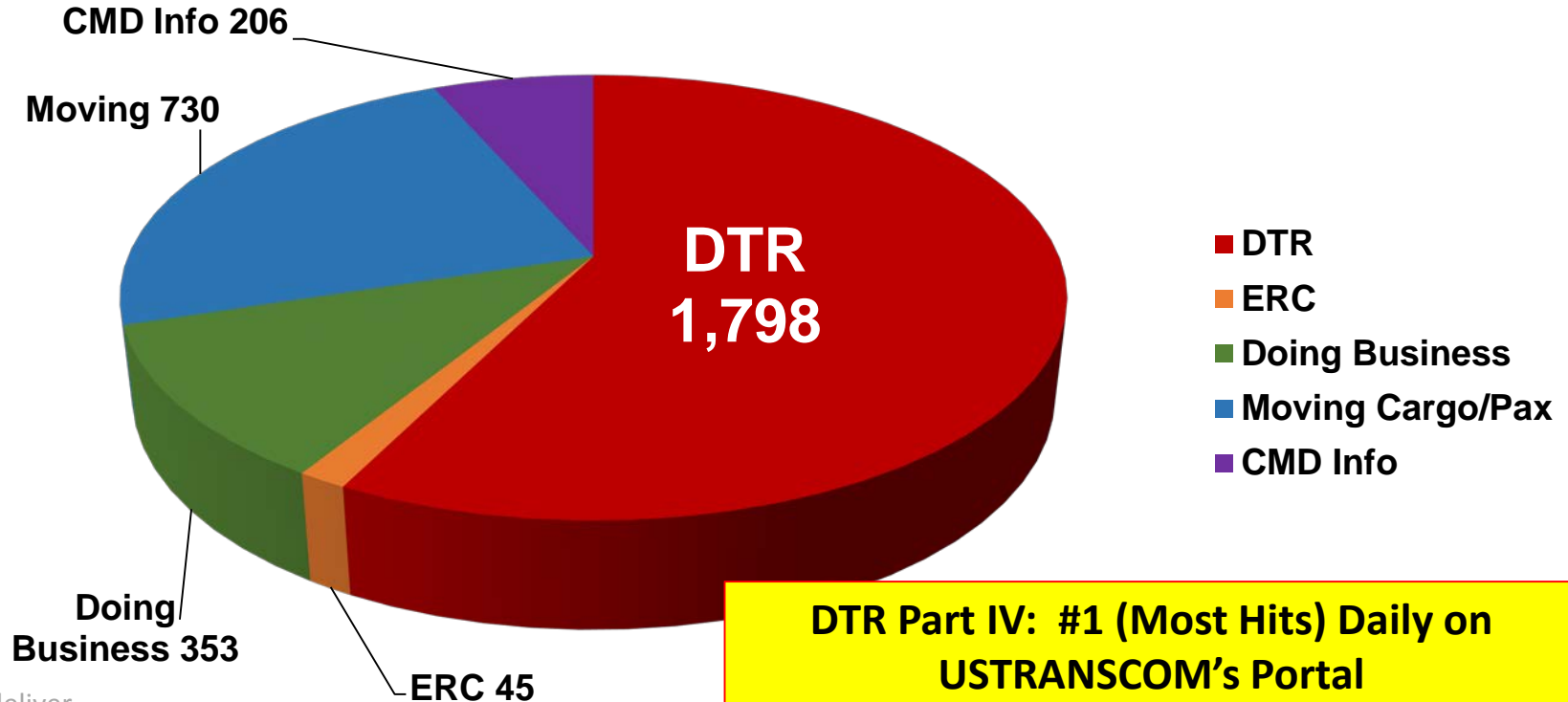


Office of Public Affairs | United States Transportation Command | Scott Air Force Base IL 62225-5337  
This is a Department of Defense (DOD) computer system. Please read our Privacy, Accessibility, Use and Non-Endorsement Disclaimer Notice.





# USTRANSCOM Portal Average Daily Hit Trend





# Submitting DTR Changes

- **Action Officer Working Group (AO WG) members submit proposed changes after coordination through their Service channels to the DTR Administrator via email:**
  - Subject: Include DTR part number, page number, and paragraph/sub-paragraph or appendix
  - Issue: Explain issue in detail/include impacts on logistics systems
  - Recommendation: Provide proposed wording for the regulation
  - Justification: Include justification and advantages/disadvantages
  - System Impact/Resource Implications: Identify impact on automated systems and whether funding is required to support system changes
- **The DTR administrator is responsible for “formal” staffing proposed changes with members of the AO WG and Oversight Work Group prior to publishing**



# DTR Staffing Procedures

- **Unless the proposed change is of critical; time sensitive nature, change will be held until next anticipated update of specific DTR part**
- **AO WG members notified via email with the proposed change package with a link to the coordination webpage and 45 days to review/comment/concur change**
- **After AO WG coordination is complete, process is repeated at the Oversight Working Group (0-6) level with a 30 day staffing window**
- **Changes of critical/time sensitive nature may be coordinated as an “expedited” change at AO and Oversight Working Group levels**



# Recent Part IV Updates

---

- **Mission Roles and Responsibilities**

- Requires PPSO to Update Transportation Facilities Guide with Personal Property TSP Installation Access Information (GFM Provides TSP View-Only Capability)
  - <https://eta.sddc.army.mil/ETASSOPortal/default.aspx>

- **Chapter 401**

- PPSO Acceptance of Digital Signature

- **Chapter 406**

- PPSO Procedures for Storage Management, Locating Service Members, Storage Termination including Local Invoicing Procedures



## DTR Part IV – Take Away

- **Website:** <https://www.ustranscom.mil/dtr/dtrp4.cfm>
- **Administrator:** Ms. Laura Bernardo; (618) 220-6701
- **Email Org Box:** [transcom.scott.tcj5j4.mbx.pt1@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pt1@mail.mil)
- **Changes are Proposed as follows:**
  - Military Services/USCG Activities = Submit to Your Service HQs AO WG Member
  - Industry, TCC and Outside Agencies = Submit to USTRANSCOM (TCJ4-H)
- **DTR Website Improvements:** [transcom.scott.tcj5j4.mbx.pt1@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pt1@mail.mil)



# Questions?

---





# Defense Personal Property System (DPS)

## Program Update Briefing

### for

# 2017 Personal Property Forum

**Lt Col Nadine Landrum, DPS PMO**

19 September 2017



# Agenda

---

- **Peak Season Preparation**
- **Outages**
- **DDS Recommendations**
- **Transition to Agile**
- **DPS Roadmap**
- **Submitted Questions**





# Peak Season Preparations

- **Assembled DPS Production Tiger Team (20-24 Mar 17)**
  - Applied emergency repairs to improve system performance and fix defects
- **Tech refreshed DPS database servers; completed 11-14 Apr 17**
  - Doubled the memory on all database servers
- **Redesigned poor performing database query**
  - Successfully deployed Release 3.7.1 on 21 Apr 17
- **Procured additional licenses to increase database processing speed**
  - Installed licenses 2 Jun 17

**Achieved 99.02% System Availability Average (May - Sep 17)**



# Outages

## Unscheduled Outages:

- 30 Aug 17: DISA Operating System Upgrade (11 hrs)
  - Advertised as 20 minute outage
- 10 Aug 17: DISA Firewall Rule Change (3 hrs)
  - Changed firewall rule to wrong program – human error
- 18 Jul 17: DISA Ogden Data Center Secondary Circuit Failure (30 mins)
  - During ASI, primary circuit didn't failover successfully to secondary circuit
- 4 Jun 17: Server busy; core errors (6 hrs)
  - Internal database error; missing/deleted rows of data – human error
- 3 Jun 17: Document Upload Error post IAVA (2 hrs)
  - Missed steps during IAVA
- 31 May 17: Page cannot be displayed/server busy (30 mins)
  - Oracle database node eviction; database not working as intended, not recognizing available cores
- 25 May 17: DPS not loading/blank screen/spins (1.5 hrs)
  - Database issues, connection errors, node evictions – issues related to DISA services



# Outages

---

## Scheduled Outages:

- 25 Aug: August IAVA (5 hrs)
- 28 Jul: July IAVA (10 hrs)
- 30 Jun: June IAVA (4 hrs, 05)
- 02 Jun: May IAVA (8 hrs)



# Defense Digital System (DDS) Recommendations



# DDS Recommendations

- **Stand-up AppDynamics performance application monitoring tool**
  - Implemented in Developer test environment 15 Jun 17
  - TCJ6 started testing tool 14 Aug 17; ECD unknown
  - DISA implementing 2 new servers (1 IV&V/1 Prod); ECD Oct 17
- **Implement Agile software development framework -- in transition**
  - Training on-going - full transition ~ May 2018 (historical avg. 9-12 months to transition fully)
  - As of 24 Aug, software development activities using Agile processes (SAFe)
  - Decomposing large releases into smaller; refining development process
  - Completed 1<sup>st</sup> Program Increment (PI) planning session (6 week schedule)
    - Follow-on full PI planning event (10 weeks) occurring 3 - 4 Oct 17



# DDS Recommendations (Cont.)

- **Create a representative test environment**
  - Added hardware/software to Developer Environment (DevOPS) 7 Jul 17
  - Submitting HW request; signed DISA estimate -- ECD FY18
  - Evaluating data generation tools/techniques to create Prod-sized database
  
- **Invest in automated testing**
  - Developing DPS test strategy to identify automated test tools/techniques ECD Sep 17
  - Identified & provided DETF with test cases for test script development



# DDS Recommendations (Cont.)

- **Implement Digital Signature**
  - DPS PMO re-prioritizing requirements to determine priority; new functionality currently not in DPS next top #5 backlog requirements
- **Accelerate delivery of Military Family UX prior to 2017 Peak Season**
  - Not achievable, adjusted goal to implement prior to 2018 Peak Season
- **Move DPS to commercial cloud**
  - Supporting TCJ6 “Sprint to the Cloud” initiative
  - Moving TOPS first to Amazon Web Services (AWS)
    - Meeting with vendors to determine feasibility for cloud migration by CY17 end
- **Perform critical review of move.mil and ETA**
  - Redesigning website with assistance from AFDS/TCJ6, ECD Nov 17
  - Plan to move to TCJ6 AWS cloud environment when available



# Transition to Agile





# Mission and Program Focus Areas (FA)

**Create a user-friendly moving experience through an intuitive, reliable, and responsive interface that delivers high quality relocation services for DoD Service Members, Civilians, & their Families**

- 1. System Stability**
- 2. Cyber Security Enhancements**
- 3. User Interface/Experience Improvements**
- 4. Architecture Improvements (reduce technical debt)**
- 5. Financial and other Statutory/Regulatory Mandates**
- 6. TOPS Sunset (legacy system)**



# TOP Features

---

- **Enablers to Support Agile Transition**
  - Robusting IV&V -- FA1
  - Version ONE -- FA1
- **Data Encryption (DIT/DAR) -- FA2**
- **Legacy Security Remediation -- FA2**
- **Rate Filing Redesign -- FA4**
- **Software Defect Remediation (SPRs) -- FA1/3**
- **Self Counseling/Claims Redesign -- FA3**
- **LOA/TAC FIARs Compliance -- FA4**
- **Non-Temporary Storage (NTS) -- FA5**
- **AAFES/NAF -- FA3**



# Backlog

- **Next Top Prioritized Features:**
  - TOPS TCA solution (TSCR 8007) -- FA5
  - CSS Bluebark (SCR 8017) -- FA3
  - Siebel COTS upgrade -- FA2/4
  - Webmethods redesign -- FA4

183 Features Currently in DPS Backlog



# Agile Software Development

- **Implementing Scaled Agile Framework (SAFe) methodology to synchronize agile team alignment, collaboration, and delivery**
- **Agile Cadence**
  - DPS Program Increment (PI) with potentially releasable capability completed every 10 wks
  - 2 week sprint cycles
    - 4 x 2-week development sprints: software elements planned, estimated, developed, tested, and continuously integrated
    - 1 x 2-week innovation and planning sprint: provides dedicated time for innovation, continuing education, as well as PI planning and Inspect and Adapt (I&A) events
    - System demonstration occurs every 10 weeks, eventually every 2 weeks
    - Business Owner/Stakeholder participation in each PI event and system demo
  - Incorporate Testing and Acceptance
    - All testers are part of developer unit, integration, and system testing as well as government acceptance testing



# Upcoming Outages

---

## Scheduled Outages:

- 29 Sep: September IAVA (planned 8 hrs)
- 27 Oct: October IAVA (planned 8 hrs)
- 08 Nov: Release Deployment (planned 8 hrs)
- 17 Nov: November IAVA (planned 8 hrs)
- 15 Dec: Release Deployment (planned 8 hrs)
- 22 Dec: December IAVA (planned 8 hrs)

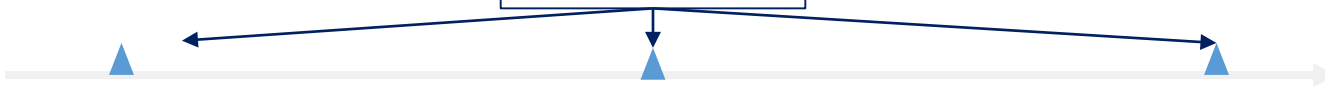


# DPS Roadmap



# DPS Roadmap

## MILESTONES



PI-1 FY17  
24 Aug - 1 Oct

- TSCR 7433 Landing Page
- TSCR 7460 Suspense queue iHHG
- TSCR 7787 JPPSO user role (shipment volume)
- Maintenance Release: SPR 7458, SPR 7495, SPR 7528, SPR 7635, SPR 7748, SPR 7758, SPR 7760, SPR 7782, SPR 7908, SPR 7973, SPR 7996

Committed

PI-1 FY18  
4 Oct - 12 Dec

- SCR 6771 SDN/LOA/TAC
- SCR 6353 Shipment / Order
- SCR 7168 TGET
- TSCR 7441 Rate Filing
- TSCR 8007 TOPS TCA Redesign Support
- TSCR 7875/7876 Data Encryption (DIT/DAR)
- SPR 7532, SPR 7533, SPR 7750
- SCR 8017 CSS Bluebark
- TSCR 7809 PPM

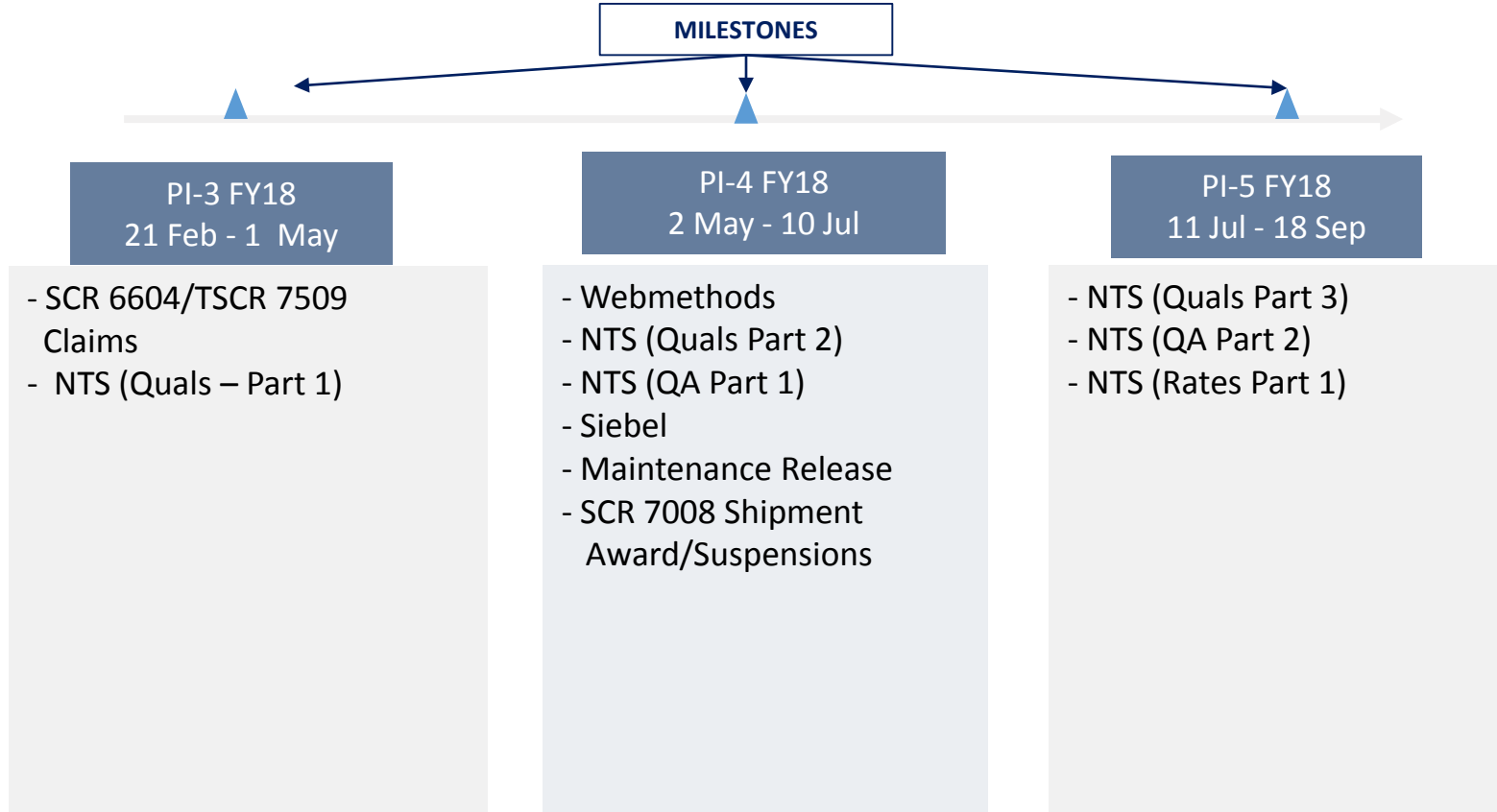
Forecast

PI-2 FY18  
13 Dec - 20 Feb

- SCR 7393/TSCR 7434 Self Counseling
- SCR 5675 NAF/AAFES
- NTS (AOR) Mgt



# DPS Roadmap (Cont.)







# Submitted Questions



# Submitted Questions

---

- **Updates on the Claims Module Redesign (with any TSP engagement), Phase III implementation and move to the “Cloud”, two-way interface?**
  - Business Owner/Stakeholder participation in each PI event and system demo
  - Plan to migrate TOPS first to the cloud (Dec 17); DPS goal Summer 2018
  - Two-way interface currently in Product Backlog being prioritized



# New Landing Page

army.mil

File Edit View Favorites Tools Help

Fri May 12 13:31:51 CDT 2017

Logout

Adam Army | United States Army

## Defense Personal Property System

### Welcome to the Defense Personal Property System (DPS)!

DPS is an automated system developed to help simplify the move process. As the DOD Customer, you have 24-hour access to its many features such as counseling, shipment tracking, and claims settlement. Useful Links on the banner contains access to Quick Reference Guides, to assist you with your online shipment application, and Online Brochures, to assist you with your actual move.

#### Getting Started

To get started, you must first create your personal profile by clicking 'Create Profile'. Access to the system will be limited until your profile has been created.

I have reviewed the [United States Army specific information](#)

[Create Profile](#) [Exit System](#)

24/7 SRC Desk

Phone  
Toll Free: (800) 462-2176

TRANSCOM

1:31 PM 5/12/2017



# New Self Counseling

The screenshot shows a web browser window displaying the Defense Personal Property System (DPS) interface. The browser's address bar shows 'army.mil' and several tabs are open, including 'Certificate error', 'ETA 350 Portal v4.27', and 'Defense Personal Property S...'. The page header includes the date 'Fri May 12 13:27:54 CDT 2017', a 'Logout' link, and the user's name 'Leonard Hofstadter/Colonel O-6 United States Army'. The main navigation bar features the 'Defense Personal Property System' logo and links for 'Home', 'My Profile', 'My Documents', 'Useful Links', and 'Quick Reference Guides'. Below the navigation bar, a 'Welcome to DPS' message is displayed, followed by four buttons: 'Start a New Move', 'Shipment Management', 'Customer Satisfaction Survey', and 'Claim History'. The 'Current Move' section highlights a move on '11 May 2017: FORT BRAGG to SICILI' with Order Number 123456 and Order Type 'Shipment of HHG Permitted'. A detailed shipment summary for 'Shipment 54924: In Counseling, Submitted' is shown, including the GBL No., Pickup Date (23 May 2017), Origin (604 PIERCE, O FALLON, IL 62269, UNITED STATES), Destination (1234 SPAGHETTI ST, ITALY), Move Type (1-HHG: Household Goods), Actual Shipment Weight (7490 lbs), and Total Pro-Gear Weight (10 lbs - Service Member, 0 lbs - Spouse). A sidebar on the right contains links for 'Edit My Order/Shipment Info', 'Print Self Counseling Checklist', 'Print Shipment Application', 'Report Claim Items', and 'Complete Survey'. The Windows taskbar at the bottom shows the system time as 1:27 PM on 5/12/2017.

Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guides

Welcome to DPS

Start a New Move Shipment Management Customer Satisfaction Survey Claim History

Current Move

**11 May 2017: FORT BRAGG to SICILI**  
Order Number 123456  
Order Type Shipment of HHG Permitted

Shipment 54924: In Counseling, Submitted  
GBL No:

Pickup Date (Requested)	Origin	Destination	<a href="#">Edit My Order/Shipment Info</a>
23 May 2017	604 PIERCE O FALLON, IL 62269 UNITED STATES	1234 SPAGHETTI ST ITALY	<a href="#">Print Self Counseling Checklist</a>
Counselor info	Move Type	Actual Shipment Weight	<a href="#">Print Shipment Application</a>
	1-HHG: Household Goods	7490 lbs	<a href="#">Report Claim Items</a>
Moving Company	Total Pro-Gear Weight		<a href="#">Complete Survey</a>
	10 lbs - Service Member 0 lbs - Spouse		



# Questions



# NTS Phase III

- **Changes for NTS TSPs**
  - DPS Automation
  - Qualification
    - Processed through DPS
  - Rates
    - Annual Submission
    - Certificate of Responsibility (COR)
    - Certificate of Independent Pricing (CIP)
    - Peak 15 May – 29 Sep    Non Peak 30 Sep – 14 May
  - Best Value
    - Rate
    - Customer Satisfaction Score (CSS)
    - Warehouse Inspection Score (Last Two)



---

# Break



# Quality Assurance

**Mr. David Jones, TCJ4-H**

19 Sept 17





# Punitive Action Trends





# Quality Assurance Highlights

- Air Force JPPSO Reweigh Program tracks percentage of requested reweighs actually performed

Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
75%	65%	84%	64%	63%	64%	46%

- Timely TSP update of DPS is resulting in multiple issues
  - TSP request for back-dating SIT after LOW issued
  - Send out extension/conversion notices and the shipment was delivered
  - Members call to check on status and the record is still in “PreSurvey Done” status
  - Member cannot file claim because shipment is not in delivered status
  - Creating frustration for the customer and additional workload for the technicians
- Inability to reach move managers via phone/e-mail



## Quality Assurance Highlights (Cont.)

- Customers notifying JPPSO of turn-backs verses the TSP
- Rise in customer missed pickups to include NTS
- Rise in property left at origin beyond RDD, decision to crate and freight being made too late
- Corrective actions to TSP suspension are not effective and result in repetitive violations
- CSS ethics-critical that survey is not influenced, pre screened, coached, etc.
- Emphasis on TSPs repeatedly falling below the minimum performance score (TRBs)
- Request for input to the *DP3 2014 Claims and Liability Business Rules* sent to industry
  - Initial request for inputs
  - Will consolidate all inputs and develop proposed updates
  - Proposed updates will be made available for industry comments prior to publication
- Missed RDDs



# Missed RDDs Analysis

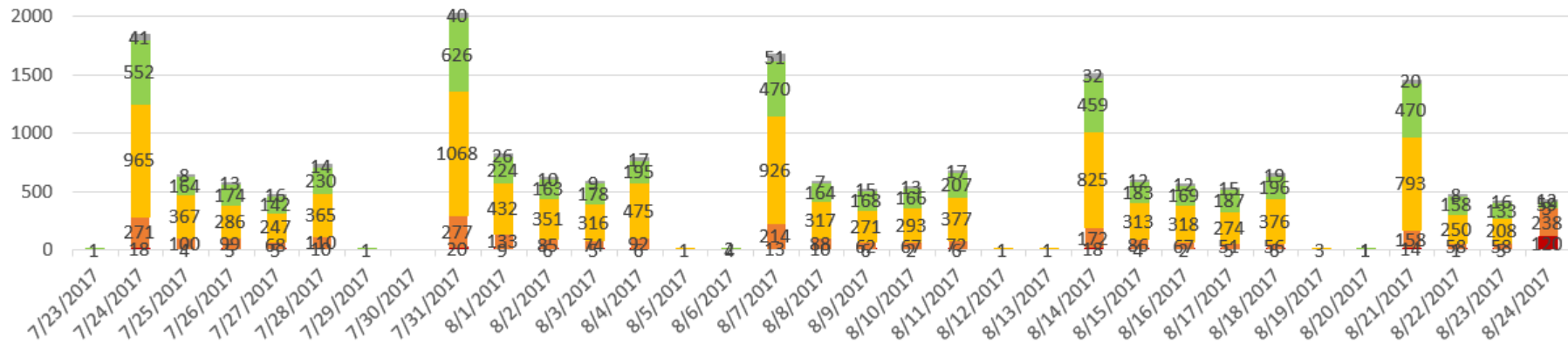


# Missed RDDs Measures

- Shipments below are past the RDD in DPS
- Shipments that have not been “Arrived” by the RDD or “Delivered” in DPS (includes Intransit, Presurvey done) will show in DPS as missing the RDD
- Conclusion: TSPs are missing RDDs and/or not updating DPS timely

Shipment Status as of Required Delivery Date (RDD)

■ 1 Offer Accepted and Presurvey Pending   ■ 2 Presurvey Done   ■ 3 Intransit   ■ 4 Arrived   ■ 5 Split





# Missed RDDs for CY17

- 1 Jan – 12 Aug 2017

Shipments with Pickup Dates between Jan 17 and 21 Aug 17												
COS	Placed in SIT				Direct Delivery				Total IB Shipments			
	# of IB	Before RDD	After RDD	% Late	# of IB	Before RDD	After RDD	% Late	# of IB	Before RDD	After RDD	Total % Late
D	56,185	50,093	6,092	10.8%	51,370	29,168	22,202	43.2%	107,555	79,261	28,294	26.3%
2	3,090	2,405	685	22.2%	1,750	791	959	54.8%	4,840	3,196	1,644	34.0%
J	24,396	19,060	5,336	21.9%	6,317	3,747	2,570	40.7%	30,713	22,807	7,906	25.7%
4	32,639	27,531	5,108	15.6%	13,790	9,640	4,150	30.1%	46,429	37,171	9,258	19.9%
5	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%
T	806	713	93	11.5%	198	151	47	23.7%	1,004	864	140	13.9%
7	940	718	222	23.6%	571	363	208	36.4%	1,511	1,081	430	28.5%
8	3,255	2,906	349	10.7%	964	600	364	37.8%	4,219	3,506	713	16.9%
<b>Total</b>	<b>121,311</b>	<b>103,426</b>	<b>17,885</b>	<b>14.7%</b>	<b>74,960</b>	<b>44,460</b>	<b>30,500</b>	<b>40.7%</b>	<b>196,271</b>	<b>147,886</b>	<b>48,385</b>	<b>24.7%</b>



# Missed RDDs Background



# How RDDs are established?

---

- **The RDD process begins in counseling**
- **DPS establishes the RDD (Pickup Date + transit Time = RDD)**
- **Customer Desired/Requested Delivery Date**
- **Estimated Shipment Arrival Date at Destination**
- **Scheduled Delivery Date**





# How RDDs are established? (Cont.)

- **Planned/Agreed Delivery Date**
- **Required Delivery Date**
  - During the Pre-Move customer and TSP will negotiate pack, Pickup, and RDD
- **PPPO/PPSO and TSPs must communicate with the customer to ensure the RDD is understood**
- **The need of the customer, individual TSPs capabilities, and established transit times will ultimately determine the RDD**



# Can RDDs be Adjusted?

- **Yes, at the request of the**
  - Customer
  - PPSO
  - TSP due to an “Administrative Error”
- **If the Government Bill of Lading (SF1203) (GBL) has been printed, the PPSO must issue a GBL correction notice (SF1200)**
- **The GBL is the only document that establishes the RDD**
- **Impact of Short Fuse:**
  - TSPs should not be contacting DOD customers before accepting shipments (e.g. to negotiate dates of any kind)



# Direct Deliveries

- **Missed RDDs for Direct Delivery:**
  - Reference Advisory 17-0103 (How to properly arrive/deliver a shipment in DPS)
  - SIT flag may not always be set
    - May be in SIT past RDD
  - Planned Delivery Date may be after the RDD
    - Accepted by customer, even if they disagree
  - Error in data entry for shipment or wrong shipment
  - Correct arrival date NOT entered:
    - TSP unable to back-date to put in correct arrival date
  - Notes not placed in DPS under “General Remarks”
    - No comment identifying correct delivery date
    - Comments are not used by PPSO to update the record
  - Crate and Freight – Adds delays from terminal to terminal and from agent to delivery point



# Customer Satisfaction Survey Review



# Customer Satisfaction Survey Questions

- **Origin**
  - Question 4: Packing, Labeling, and Organizing
  - Question 5: Loading
  - Question 6: Pickup Timeliness
- **Destination**
  - Question 7: Unloading and Unpacking
  - Question 8: Delivery Timeliness
- **Overall**
  - Question 9 Overall Satisfaction with Mover

	Responses	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9
Room for Improvement	Unsatisfactory	0	0	0	0	0	0
	Poor	3	3	3	3	3	10
Satisfied Customer	Satisfactory	6	6	6	6	6	20
	Good	9	9	9	9	9	30
	Excellent	12	12	12	12	12	40

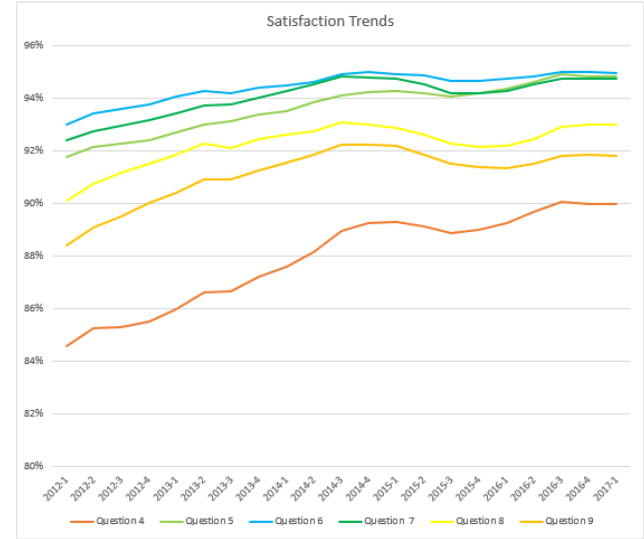


# Satisfaction Trends

- Reflects percentage “satisfied”
  - Rated “satisfactory”, “good”, or “excellent”
  - Room for improvement reflects “unsatisfactory” or “poor” scores
- Overall positive trends
- Represents only those service members who have completed surveys

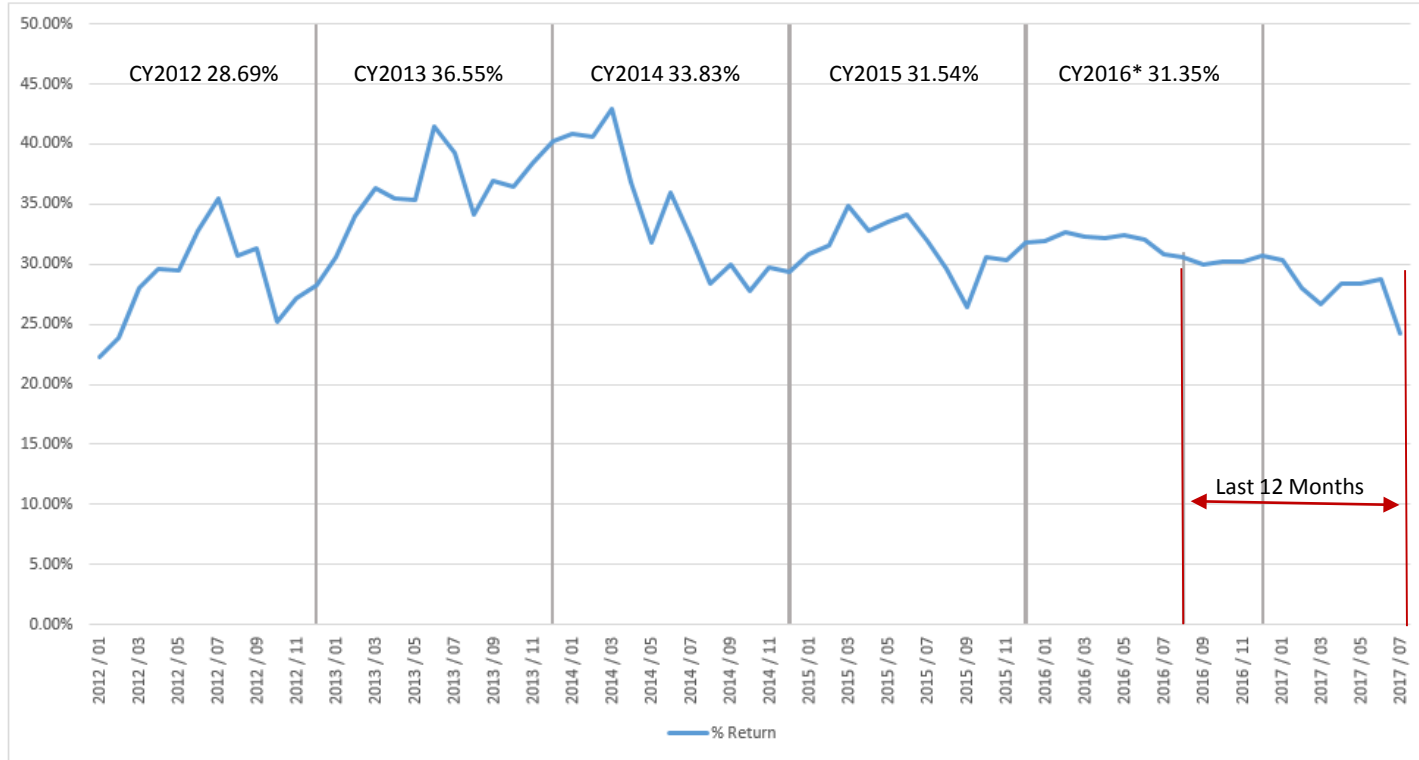
Year-PP	Question 4 Packing	Question 5 Loading	Question 6 Pickup On-time	Question 7 Unpacking	Question 8 Deliver On-time	Question 9 Overall	Surveys
2012-1	84.57%	91.77%	93.01%	92.41%	90.12%	88.39%	94373
2012-2	85.23%	92.15%	93.41%	92.73%	90.75%	89.06%	98679
2012-3	85.30%	92.26%	93.59%	92.95%	91.15%	89.49%	102511
2012-4	85.49%	92.39%	93.78%	93.15%	91.52%	90.03%	106076
2013-1	85.96%	92.71%	94.06%	93.41%	91.86%	90.40%	109149
2013-2	86.62%	92.98%	94.29%	93.72%	92.28%	90.92%	120789
2013-3	86.66%	93.13%	94.19%	93.76%	92.11%	90.90%	126882
2013-4	87.20%	93.37%	94.38%	94.03%	92.44%	91.26%	129007
2014-1	87.60%	93.52%	94.47%	94.26%	92.63%	91.56%	135473
2014-2	88.15%	93.85%	94.63%	94.53%	92.73%	91.86%	138471
2014-3	88.95%	94.10%	94.93%	94.81%	93.07%	92.22%	132504
2014-4	89.26%	94.25%	94.99%	94.81%	93.02%	92.25%	129009
2015-1	89.30%	94.30%	94.93%	94.73%	92.86%	92.17%	123223
2015-2	89.13%	94.21%	94.87%	94.53%	92.59%	91.87%	114618
2015-3	88.85%	94.06%	94.66%	94.20%	92.26%	91.50%	114467
2015-4	88.98%	94.20%	94.64%	94.17%	92.15%	91.36%	113127
2016-1	89.23%	94.35%	94.75%	94.26%	92.18%	91.35%	113287
2016-2	89.67%	94.62%	94.84%	94.53%	92.43%	91.49%	112079
2016-3	90.05%	94.91%	95.01%	94.76%	92.91%	91.81%	109395
2016-4	89.99%	94.83%	94.99%	94.74%	93.01%	91.84%	109965
2017-1	89.96%	94.82%	94.95%	94.75%	92.99%	91.82%	108286
2017-2	89.50%	94.50%	94.71%	94.48%	92.59%	91.40%	102754

Room for Improvement	Question 4 Packing	Question 5 Loading	Question 6 Pickup On-time	Question 7 Unpacking	Question 8 Deliver On-time	Question 9 Overall
	10.50%	5.50%	5.29%	5.52%	7.41%	8.60%





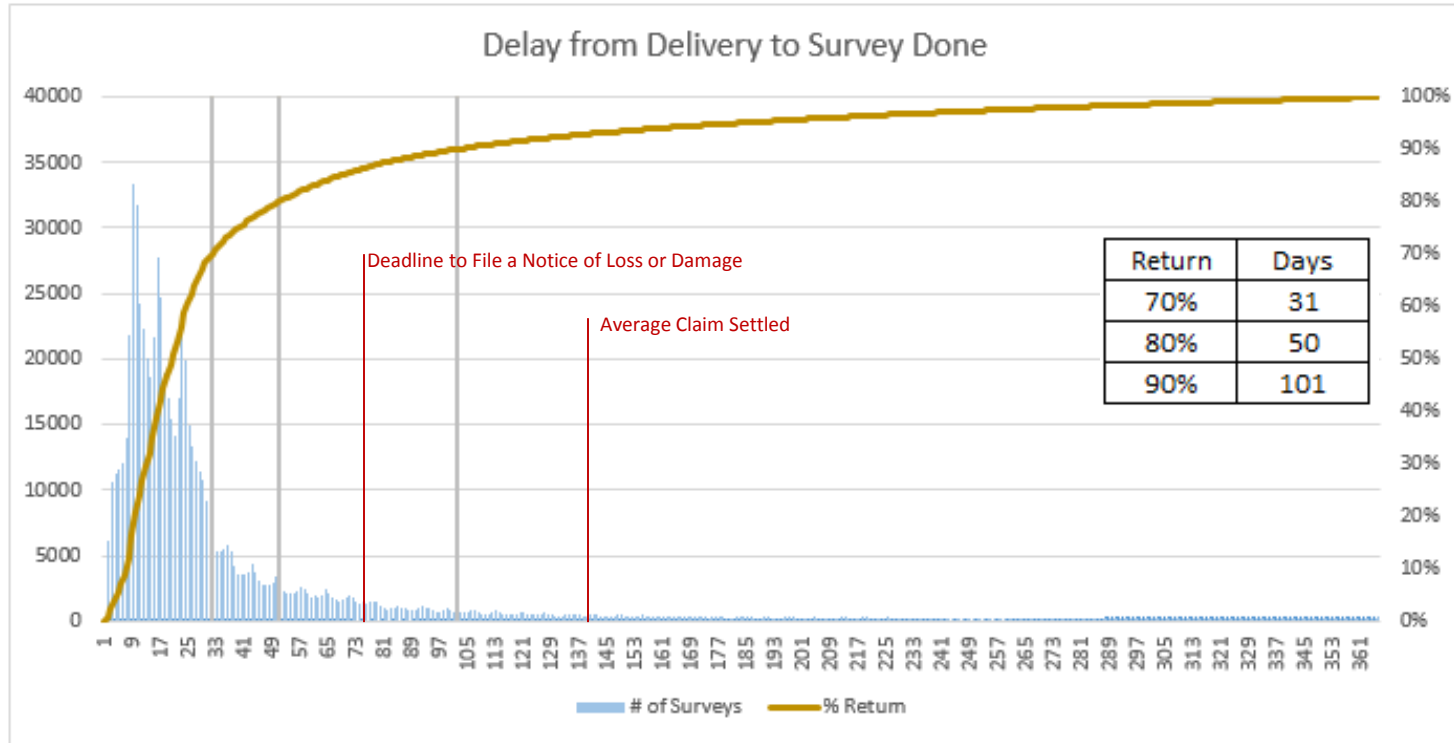
# CSS Return Rate by Delivery Date



\* Still receiving surveys



# Delay in CSS Survey Return After Delivery



\* Surveys may be returned up to 12 months after delivery





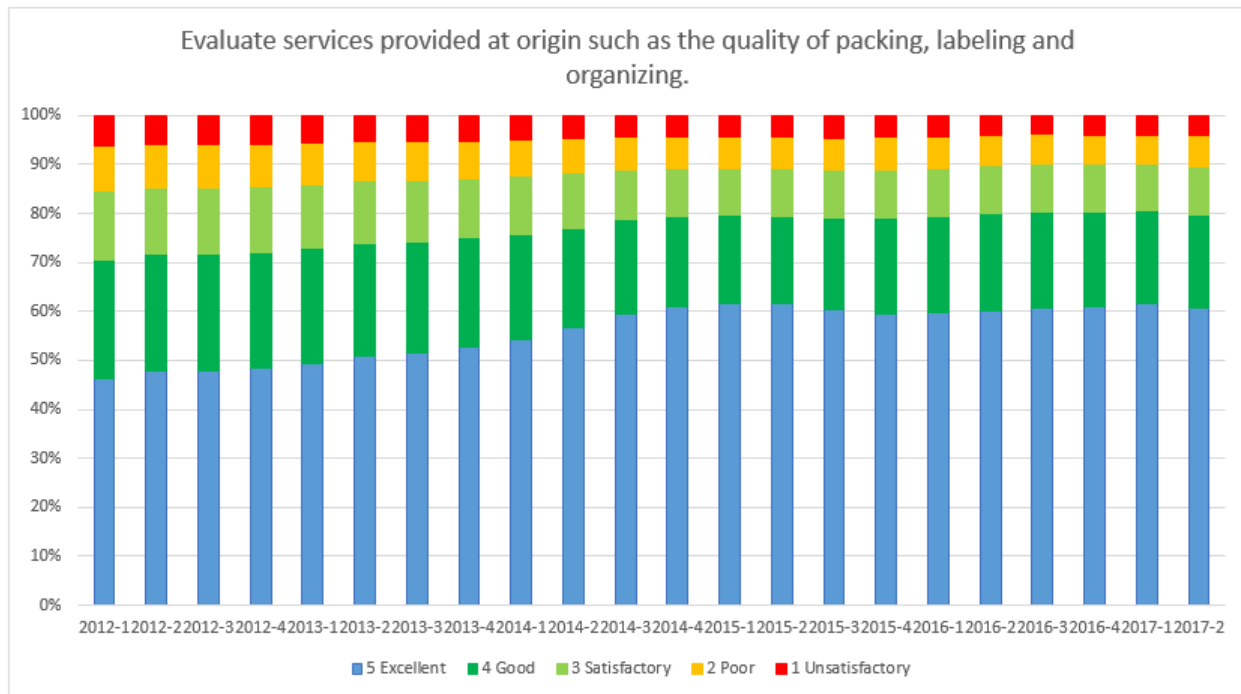
# CSS Supporting Slides

## Individual Questions



# Question 4

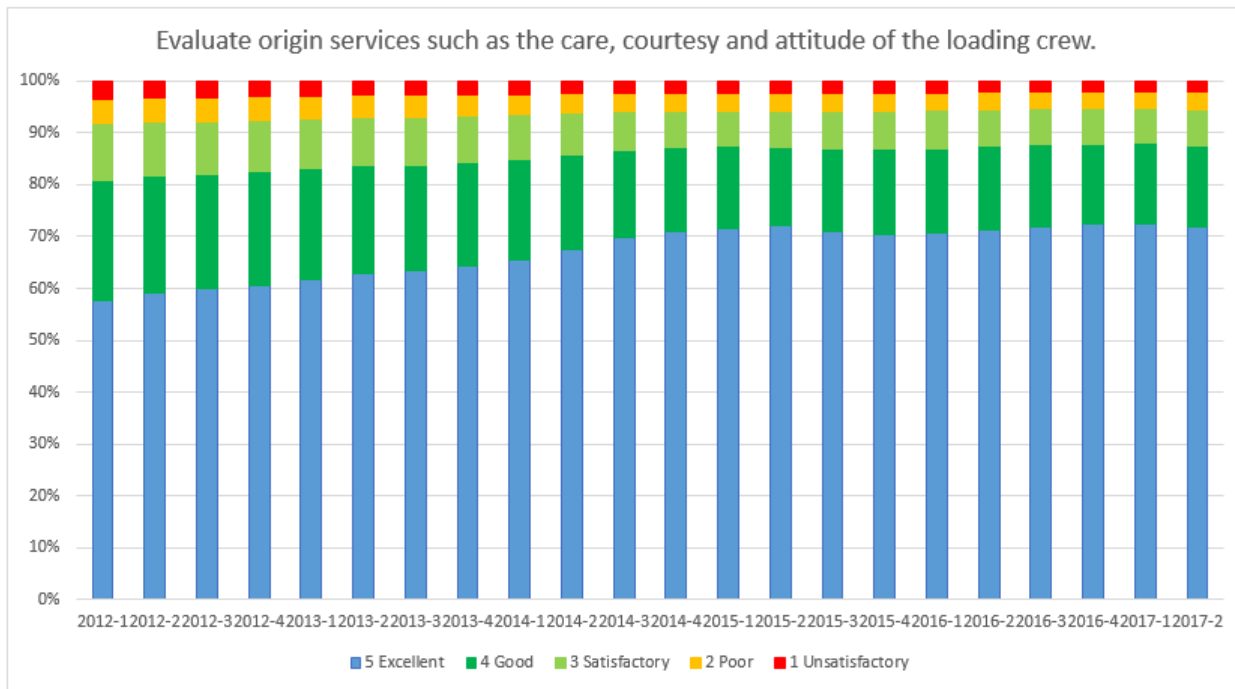
Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	84.57%	15.43%	94373
2012-2	85.23%	14.77%	98679
2012-3	85.30%	14.70%	102511
2012-4	85.49%	14.51%	106076
2013-1	85.96%	14.04%	109149
2013-2	86.62%	13.38%	120789
2013-3	86.66%	13.34%	126882
2013-4	87.20%	12.80%	129007
2014-1	87.60%	12.40%	135473
2014-2	88.15%	11.85%	138471
2014-3	88.95%	11.05%	132504
2014-4	89.26%	10.74%	129009
2015-1	89.30%	10.70%	123223
2015-2	89.13%	10.87%	114618
2015-3	88.85%	11.15%	114467
2015-4	88.98%	11.02%	113126
2016-1	89.23%	10.77%	113286
2016-2	89.67%	10.33%	112078
2016-3	90.05%	9.95%	109395
2016-4	89.99%	10.01%	109965
2017-1	89.96%	10.04%	108286
2017-2	89.50%	10.50%	102753





# Question 5

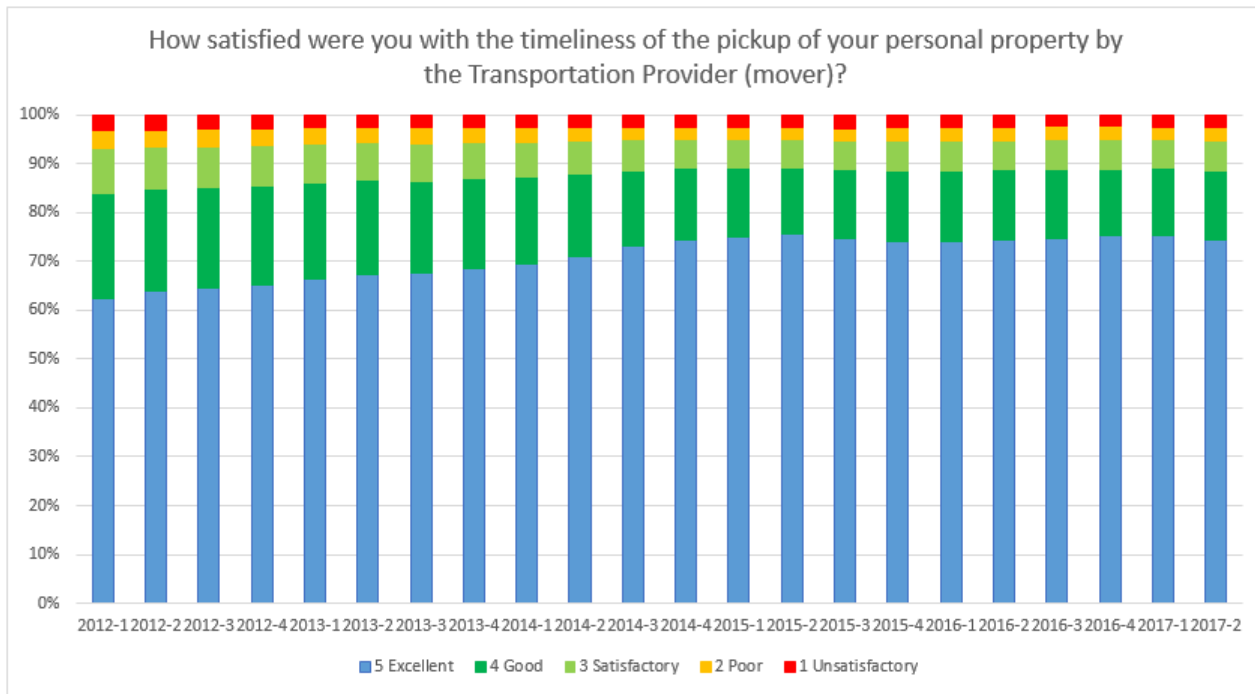
Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	91.77%	8.23%	94373
2012-2	92.15%	7.85%	98679
2012-3	92.26%	7.74%	102511
2012-4	92.39%	7.61%	106076
2013-1	92.71%	7.29%	109149
2013-2	92.98%	7.02%	120789
2013-3	93.13%	6.87%	126882
2013-4	93.37%	6.63%	129007
2014-1	93.52%	6.48%	135473
2014-2	93.85%	6.15%	138471
2014-3	94.10%	5.90%	132504
2014-4	94.25%	5.75%	129009
2015-1	94.30%	5.70%	123223
2015-2	94.21%	5.79%	114618
2015-3	94.06%	5.94%	114467
2015-4	94.20%	5.80%	113126
2016-1	94.35%	5.65%	113286
2016-2	94.62%	5.38%	112078
2016-3	94.91%	5.09%	109394
2016-4	94.83%	5.17%	109965
2017-1	94.82%	5.18%	108286
2017-2	94.50%	5.50%	102753





# Question 6

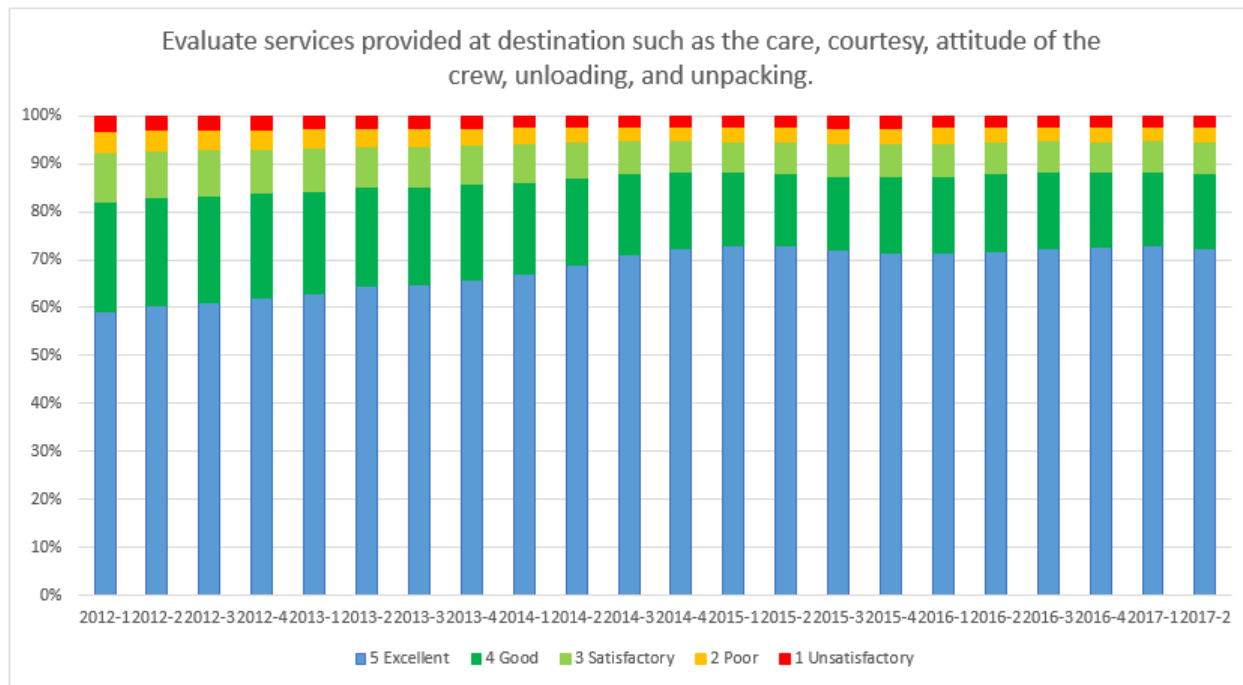
Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	93.01%	6.99%	94373
2012-2	93.41%	6.59%	98679
2012-3	93.59%	6.41%	102511
2012-4	93.78%	6.22%	106076
2013-1	94.06%	5.94%	109149
2013-2	94.29%	5.71%	120789
2013-3	94.19%	5.81%	126882
2013-4	94.38%	5.62%	129007
2014-1	94.47%	5.53%	135474
2014-2	94.63%	5.37%	138472
2014-3	94.93%	5.07%	132505
2014-4	94.99%	5.01%	129010
2015-1	94.93%	5.07%	123223
2015-2	94.87%	5.13%	114618
2015-3	94.66%	5.34%	114467
2015-4	94.64%	5.36%	113127
2016-1	94.75%	5.25%	113287
2016-2	94.84%	5.16%	112079
2016-3	95.01%	4.99%	109396
2016-4	94.99%	5.01%	109966
2017-1	94.95%	5.05%	108287
2017-2	94.71%	5.29%	102756





# Question 7

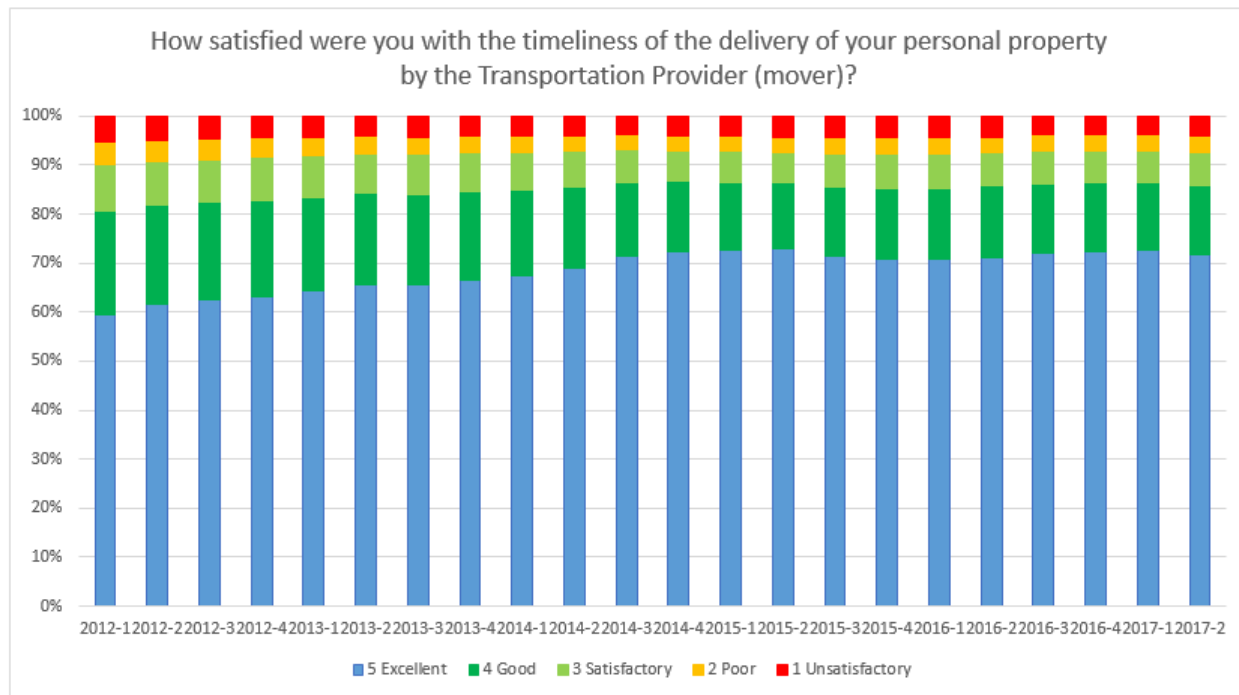
Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	92.41%	7.59%	94373
2012-2	92.73%	7.27%	98679
2012-3	92.95%	7.05%	102511
2012-4	93.15%	6.85%	106076
2013-1	93.41%	6.59%	109149
2013-2	93.72%	6.28%	120789
2013-3	93.76%	6.24%	126882
2013-4	94.03%	5.97%	129007
2014-1	94.26%	5.74%	135474
2014-2	94.53%	5.47%	138472
2014-3	94.81%	5.19%	132505
2014-4	94.81%	5.19%	129010
2015-1	94.73%	5.27%	123223
2015-2	94.53%	5.47%	114618
2015-3	94.20%	5.80%	114467
2015-4	94.17%	5.83%	113127
2016-1	94.26%	5.74%	113287
2016-2	94.53%	5.47%	112079
2016-3	94.76%	5.24%	109396
2016-4	94.74%	5.26%	109966
2017-1	94.75%	5.25%	108286
2017-2	94.48%	5.52%	102755





# Question 8

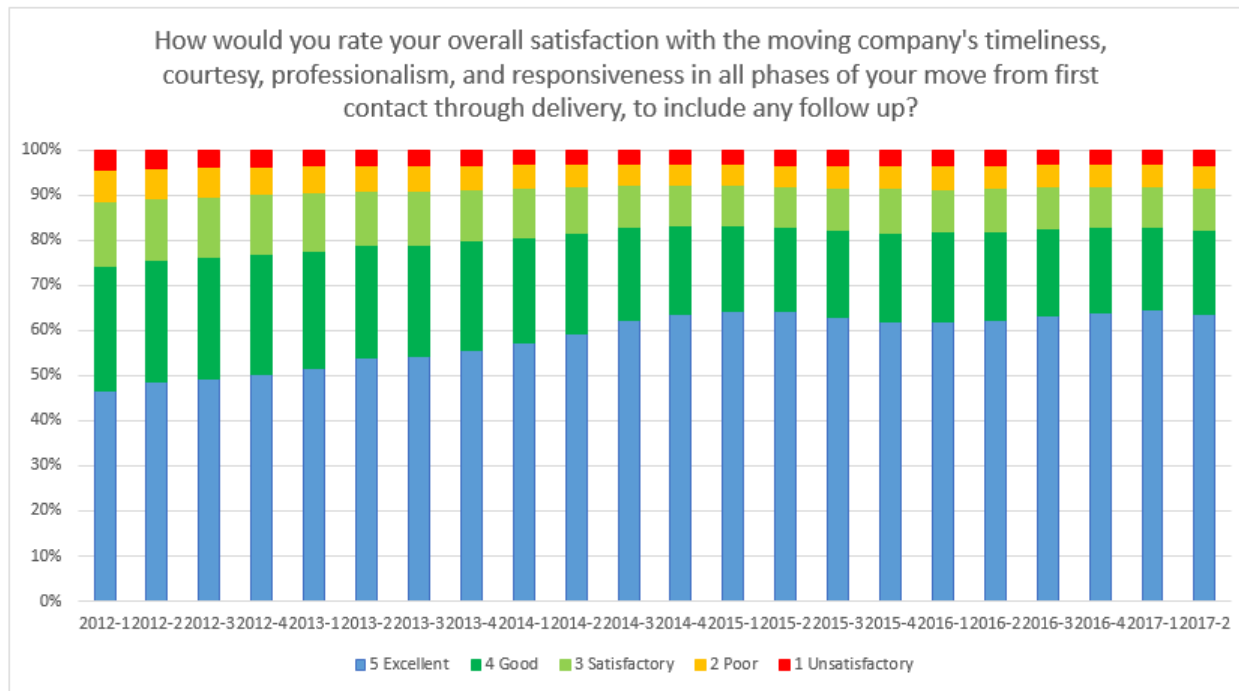
Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	90.12%	9.88%	94373
2012-2	90.75%	9.25%	98679
2012-3	91.15%	8.85%	102511
2012-4	91.52%	8.48%	106076
2013-1	91.86%	8.14%	109149
2013-2	92.28%	7.72%	120789
2013-3	92.11%	7.89%	126882
2013-4	92.44%	7.56%	129007
2014-1	92.63%	7.37%	135474
2014-2	92.73%	7.27%	138472
2014-3	93.07%	6.93%	132505
2014-4	93.02%	6.98%	129010
2015-1	92.86%	7.14%	123223
2015-2	92.59%	7.41%	114618
2015-3	92.26%	7.74%	114467
2015-4	92.15%	7.85%	113127
2016-1	92.18%	7.82%	113287
2016-2	92.43%	7.57%	112079
2016-3	92.91%	7.09%	109396
2016-4	93.01%	6.99%	109966
2017-1	92.99%	7.01%	108287
2017-2	92.59%	7.41%	102756





# Question 9

Year-PP	Satisfied	Unsatisfied	Surveys
2012-1	88.39%	11.61%	94373
2012-2	89.06%	10.94%	98679
2012-3	89.49%	10.51%	102511
2012-4	90.03%	9.97%	106076
2013-1	90.40%	9.60%	109149
2013-2	90.92%	9.08%	120789
2013-3	90.90%	9.10%	126882
2013-4	91.26%	8.74%	129007
2014-1	91.56%	8.44%	135473
2014-2	91.86%	8.14%	138471
2014-3	92.22%	7.78%	132504
2014-4	92.25%	7.75%	129009
2015-1	92.17%	7.83%	123223
2015-2	91.87%	8.13%	114618
2015-3	91.50%	8.50%	114467
2015-4	91.36%	8.64%	113127
2016-1	91.35%	8.65%	113287
2016-2	91.49%	8.51%	112079
2016-3	91.81%	8.19%	109395
2016-4	91.84%	8.16%	109965
2017-1	91.82%	8.18%	108286
2017-2	91.40%	8.60%	102754





# Closing Comments