

THE PERSONAL PROPERTY FORUM ISSUE

THIS ISSUE IS DEDICATED TO THE PPF AND A DETAILED ACCOUNT IS BELOW

The 2017 Personal Property Forum was held in O'Fallon, Illinois, just outside Scott Air Force Base on September 19. It was an extensive meeting with over 100 slides discussed by USTRANSCOM representatives. A copy of the slides can be found [here](#). Before discussing the details of the meeting, we would first like to address the highlight of the PPF which was an address by Gen. McDew, the USTRANSCOM Commander. The fact that he took time out of his busy schedule to address the Personal Property Forum is an indication of the priority that he gives to the Personal Property Program.

Address by General Darren McDew, USTRANSCOM Commander

The General's remarks were brief, heartfelt, and well received. The following is a summary.

- His concern for our men and women in uniform and the impact the moving process has on them and their families was clearly stated. He emphasized we are not moving "stuff." We are moving families under trying circumstances to a new home. He mentioned his own experience as a young airman. The bottom line is we are in a position to smooth the transition and that is what our priority is and what we are all setting about to do.
- The General mentioned we can't be stuck in old ways of thinking. As an example, he mentioned the fact that many times service members are communicated with through a government email account or on a government phone number while the service member has a cell phone right in his or her pocket. There is no reason why we can't take full advantage of technology to speed communication. The bottom line is we must innovate.
- Gen. McDew also addressed the peak season and its challenges. He understands families with children want to move during the summer, but he also noted that not every service member has children. There clearly is a recognition of the problems of the tightly compressed peak season and he is open to solutions. The General also mentioned short fuse shipments which he humorously referred to as "surprise" moves which also need to be addressed.
- Lastly, General McDew encouraged everyone to raise their standards for the benefit of our men and women in uniform. They deserve nothing less from all of us.

Opening Remarks

RADM Peter J. Clarke, USTRANSCOM

Director, Strategy, Capabilities, Policy and Logistics

Adm. Clark addressed the fact that the Personal Property Program is receiving attention at the highest levels with a focus on the level of service provided and the reliability of the technology being utilized. He also addressed the fact that Personally Identifiable Information (PII) is a serious issue with broad security implications which will be aggressively addressed.

COL. Ralph A. Lounsborough
Chief, Defense Personal Property Program

Col. Lounsborough welcomed the attendees and, in addition to outlining the agenda for the day, he also discussed the new command structure for the Personal Property Program. This restructure is a result of the so-called "Deep Dive" discussed at the 2016 Personal Property Forum. This restructure brings the DP3 program (SDDC), IT Program (DPS), and policy set forth by USTRANSCOM in the DTR under a unified command. The purpose behind this change is to centralize the command structure so one entity is responsible for all three of these functions. The new command structure will take effect on October 1.

Lt Col Todd M. Jensen, TCJ4-H
Chief of DP3 Operations

Lt. Col. Jensen presented slides 9 through 31 discussing the Peak Season, the Open Season, unusual occurrences and the POV program. We would like to highlight the following:

- Between week 23 (June 10) and week 35 (September 2) there were 81,680 domestic shipments, 42,485 international shipments, and 27,802 international baggage shipments. That is a total of 151,967 shipments which is just below the three-year historical average of 154,019. A large percentage of shipments were concentrated between June 15 and July 4. We saw a marked decline in pickups beginning after the 4th of July holiday.
- Blackout capability was also discussed but its severe shortcomings were also pointed out by those in attendance in that we need the ability to blackout based upon the destination state not simply the destination region. Blackout capability is even more restrictive in the International Program which requires much more flexibility.
- A slide outlining rate areas for which no capacity was available was also displayed. It was pointed out that much of the capacity limitation is based upon the inability of origin agents to hire enough people to handle the volume concentrated in a 4 to 6-week time period. Most of the no capacity reports were in the last two weeks of June and the first week of July.
- Short fuse shipments were also discussed and compared to last year. There was a decline in the number and percentage of short fuse shipments from the previous year. For the year ending August 17, 18% of shipment awards were short fuse.
- Code 2 utilization was also discussed noting that its use will be emphasized going forward in light of the additional linehaul capacity which is made available. During the past peak season, approximately 5.4% of domestic shipments moved as Code 2.
- Missed RDDs was also discussed. One of the slides indicated that, on direct deliveries during the peak season, almost 60% of shipments delivered direct to residence missed the RDD. There was a discussion regarding that statistic noting that we believe it is inaccurate. It was explained that, particularly during peak demand, drivers frequently deliver shipments quickly so they are in line to pick up or deliver the next shipment without delay. There sometimes is a delay in reporting the delivery, which results in a delay in the entry of the arrival date. Although the TSP previously could backdate the arrival date to accommodate these situations, that flexibility was removed a few years ago. One of the slides on that page indicates that on all shipments approximately 25% of shipments missed the RDD.
- Unusual occurrences were discussed, referring to the hurricanes in Texas and Florida. The Industry asked for more guidance on steps taken with regard to shipments inbound to the affected areas. There was some discussion as to the liability of TSPs for delay claims on shipments delayed as a result of the hurricanes.
- An overview of the POV (Privately Owned Vehicle Program) was presented along with an upcoming solicitation for the program.



Open Season 2017 Results

- 35 TSPs approved.
- 21 TSPs met the rate filing timeline.
- 17 TSPs successfully filed rates.
- 29 shipments were moved by the newly approved TSPs during the peak season.
- The TSPs who were not able to file rates have the opportunity to do so in the next rate filing.

Open Season 2018

A copy of the open season publication in FedBizOpps is available [here](#). A copy of the approval application is available [here](#). The requirements are basically the same as they were for Open Season 2017:

- Applications are being limited to areas where additional capacity is needed.
- All the requirements set forth in SDDC Regulation 55–4 must be met.
- A minimum of five consecutive years of commercial experience is required.
- Approvals will be limited to applicants with a warehouse and/or equipment and who currently operate in the designated rate areas (states) or in bordering states/rate areas.
- Applicants may not be under CFAC with a currently approved TSP.
- Newly approved TSPs may only outsource billing and claims. All other processes, including shipment management and coordinating operational functions, must be performed at the offices of the TSP independent of any other person, firm or corporation. In other words, they can't have another entity "manage" their authority.
- Applications will be accepted from prospective TSPs in the following 23 states/rate areas or bordering states/rate areas. Areas which were included in Open Season 2017 are highlighted.

AZ	LA	SC
CA (n)	MD	SD
CA (s)	MO	TN
CO	NM	TX (n)
FL(N)	NY	VA
GA	NC	WA
KS	ND	WY
KY	PA	

- The open season timeline is being developed to enable newly approved TSPs to participate in the next rate filing which is currently scheduled for January 2018 to take effect on May 15, 2018.



Mr. Denny Matthews, TCJ4-H

Rate Filing Summary - Domestically, 817 TSPs and 161 international TSPs filed rates. 12.2% of domestic rates filed were rejected and 30.7% of International rates were rejected. Some present at the meeting suggested that the Rate Reasonableness standard be reviewed and/or eliminated. It is not a commercial practice and it prevents the application of supply and demand in the allocation of scarce resources.

Peak Season (15 May-30 August) Shipment Count:

2016 Peak Season (15 May – 31 Aug)	2017 Peak Season (15 May – 31 Aug)
Total Shipments booked: 150,009	Total Shipments booked: 150,561
<ul style="list-style-type: none"> dHHG: 82,004 iHHG: 40,235 	<ul style="list-style-type: none"> dHHG: 80,953 iHHG: 41,476

Projected Annual Battle Rhythm (Rate Filing Schedule)

- September 29 Finalize Domestic and International tariffs
- November 2 Notify TSPs of annual CIP and COR update
- November 30 Issue rate filing advisory
- December 1 Post 400NG and IT online
- December 28 CIP and COR filing deadline
- January 8-12 CSS appeal deadline
- January 15-22 Round 1 rate filing timeframe
- February 11-16 Round 2 rate filing timeframe
- March 9 TDL goes live, shipment awards for 5/15/18 cycle may commence

Ms. Rosia Lindsey, TCJ4-H

2018 400NG and IT Projected Changes and Updates

- Introduction: Added language covering presidential executive order and buy American and hire American.
- Item 17-2: Subcontractors are bound by the Service Members Civil Relief Act. If a shipment converts to member expense, final delivery will be at government expense subject to a 25% discount from the then current 400 NG rates.
- Item 120: Waiting time may be permitted based upon base access delays after waiting time has been exhausted and if the delay was not caused by TSP/agent actions.
- Item 130: Bulky article authorization was removed for kayaks less than or equal to 14 feet in length. The stated rationale is that kayaks are not heavy. However, weight of the item is only one factor; the other is the amount of space consumed in the trailer.
- Item 210: Preapprovals will not be required except when the member has amended orders or is a retiree or a separatee.
- Item 2009: TSPs are no longer required to notify the destination PPSO when a code D shipment is being containerized for transportation.
- Various items in the International Tender are being changed to come in line with those in the domestic tariff. There is also an update to the channel control listing changing Special Solicitation and OTO designations.

DP3 and Tariffs/Tender Reminders

- Pickup and Delivery out of SIT: SDDC has been concerned about the delays in delivery of shipments out of SIT. Household goods shipments must be delivered out of SIT within five (5) government business days of the customer's requested delivery date. Storage will not be paid after that date. Agents present stated that they do not think they can realistically meet that requirement during the peak season.

Mr. Stephen Ward

OSD, Transportation Policy

Motor Carrier Installation Access Update

Air Force and Navy – Defense Biometric Identification System (DBIDS)

Beginning October 9, the above software update allows the system to scan and enroll TWIC members. A one-time enrollment at the visitor center is required. They are continuing to develop software to scan/enroll drivers' licenses and is scheduled for fiscal year 2018. If successful, it will go nationwide for Air Force and Navy installations on November 1. The Marine Corps is expected to deploy DBIDS by the end of fiscal year 2018. More information about DBIDS can be found [here](#).

Army

The Army is also developing software to scan/enroll TWIC which is expected by the end of December 2017. It continues to deploy its "Automated Installation Entry" (AIE) which allows the system to scan and enroll drivers' licenses at the gate.

All services require a valid ID from a [REAL-ID](#) compliant state, a [TWIC](#) or passport, as well as a demonstrated need for access, such as a Bill of Lading.

It is critical for agents to contact their PPSO to determine access requirements. Each base commander can set his or her own standards to protect the installation.

AMSA, IAM, NDTA and NCMA

Industry Panel

AMSA, IAM, NDTA, and NCMA representative held a panel discussion about certain industry topics including the following:

- The need for more specific guidance regarding natural disasters and other events disrupting transportation.
- The need to issue blanket "Foreign Flag Waiver's".
- A review of OCONUS rates.
- Standardization of the preapproval process.
- A review of the Tender of Service to ensure the best commercial practices are utilized.
- The establishment of more uniform background check standards for base access.
- Payment for waiting time due to base access delays.

**Mr. Jim Teague,
US USTRANSCOM**

Defense Transportation Regulation (DTR)

Mr. Teague gave an informative overview of the DTR, its stakeholders, history, and organization. Part 4 regulating the Personal Property Program is just one section of this regulation providing guidance for the movement of personnel, cargo, equipment, and personal property worldwide via all modes of transportation. The administrator of Part IV is Ms. Laura Bernardo. Chapter 406 is being scheduled for a rewrite. The Associations are involved in providing input.

Slide 68 shows Part IV was recently updated to require the PPSO to update the Transportation Facilities Guide with TSP installation access information. It can be viewed [here](#).

Lt Col Nadine Landrum, DPS PMO

Defense Personal Property System (DPS)

We received an excellent and extensive presentation from Lt Col. Landrum addressing DPS, including preparations for the next peak season, a discussion of the outages experienced last year, recommendations from the Defense Digital System (DDS), a transition to “the cloud” and a methodology referred to as “Agile Software Development,” which provides for program development, testing and implementation in more expedited yet controlled manner. Lt. Col. Landrum presented a summary with a “Roadmap” outlining DPS improvement milestones and the systems impacted extending out to September 2018. This was a very dense presentation containing a great deal of technical information. Please refer to the slides for more complete information.

Submitted Questions

Industry and the Services had an opportunity to submit questions in advance which were addressed in this presentation. They included the following:

- **Claims Module Redesign:** It is being redesigned and their present intention is to implement so that the service member experience with the claim settlement process can be measured.
- **Phase III, NTS :** NTS is still under the TOPS system which they plan on migrating to the cloud in December 2017. The goal is for it to be under DPS by the summer of 2018. When NTS is included in DPS, many of the same qualification, documentation, and Best Value applying to currently approved TSPs will have application to NTS contractors.
- **Two-Way Interface:** No action has been taken at this point. It is being prioritized in the “Product Backlog.”
- **New DPS Landing Page:** This is a long-standing request from the services providing for a landing page for service members to access, and the homepages of all military service branches. It is to be deployed shortly.
- **New Self Counseling Webpage:** This is another request from the services which is being fulfilled in the near future.

Quality Assurance

Mr. David Jones, TCJ4-H

Mr. Jones presented slides addressing punitive actions taken over the course of the year. Suspension actions were based primarily upon missed pickups, excessive missed RDDs, shipments at origin past the RDD, turnbacks and refusals/timeouts. Letters of Warning were issued for many of the same violations, but also included a heavy emphasis on the failure to update DPS in a timely manner, issues with weight tickets including a failure to reweigh, and inventory preparation errors. All of these are seen as factors that greatly affect the experience of the service member during the moving process.



Mr. Jones also presented an analysis of missed RDDs. Even though a shipment may have been delivered, if it has not been "arrived" by the RDD or "delivered" in DPS it will be counted as missing the RDD. The bottom line is that TSPs must update DPS in a timely manner to avoid unnecessary Letters of Warning.

DOD Air Force Digital Services

Slides pertaining to this presentation were not available. It appears that Lt Col. Landrum's presentation included recommendations from this organization.

A presentation was made by two individuals with a great deal of experience working for Google. They've also been involved in a number of DOD projects of significance. This is a relatively small group of technical individuals who are known to, in their words, "get stuff done." They indicated they were asked to review DP3 systems and processes by General McDew who was greatly concerned about service member experience in connection with the entire moving process including their interface with IT systems. They've only recently begun an extensive review of everything pertaining to the PCS process. They established working groups with all of the usual stakeholders and some who are forgotten including service member spouses and certain service providers. TSPs had not yet been consulted extensively but it is expected that they will be. Feedback can be made through the following email address: HHG_feedback@dds.mil.

Meeting Assessment

This was a very informative and well attended meeting. There was a wide-ranging discussion on many of the issues with both industry and the government having an opportunity to honestly express their views. One thing is clear, all of us have a common goal of improving the moving experience for our men and women in uniform.

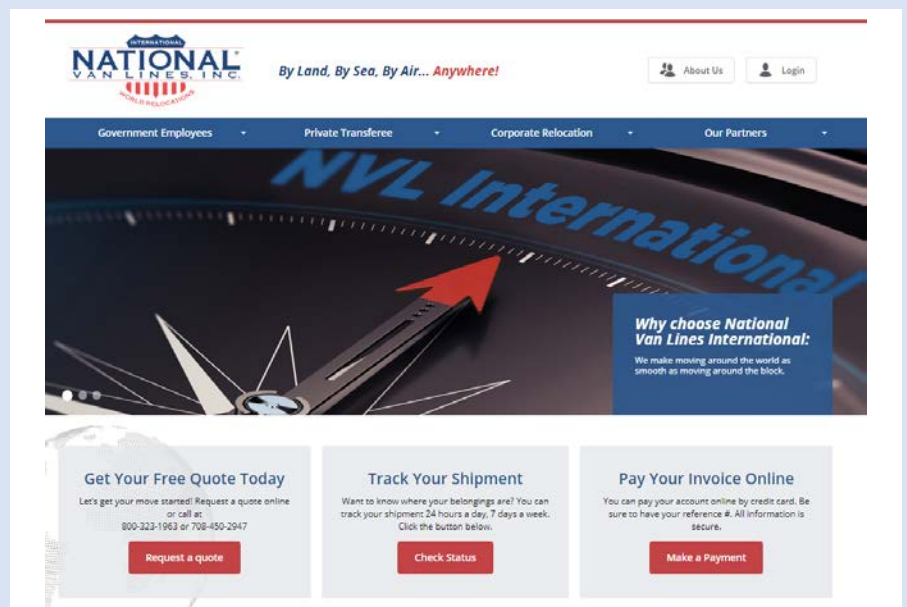
National Van Lines International Introduces New Website!

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Participating in the international market is a great way to diversify your business. If you would like to learn more contact us at: 800-323-1963 or international@nationalvanlines.com.



Company News

Happy Anniversary

September 12	Deanna Munizza	Manager Preapprovals & Authorizations	11 years
September 29	Linda Griffin	Administrative Services	37 years

Congratulations

Congratulations goes out to Michael Czarnecki our Assistant Claims Manager at National Claims Services. He was married on September 21, in Hawaii. We wish them nothing but the best!

Holiday Hours

Our office will be closed on Monday, October 9th in observance of Columbus Day. In case of emergencies call our afterhours number 888-993-6683.

NFC Gives Back

Through various charity events this year, NFC has donated roughly \$6000. While our primary focus is the charity Honor Flight Chicago, we concentrated our efforts recently to hurricane relief. With the devastation in our southern states, we thought it was important to help those in need.

Twitter

Are you following us on Twitter? If not, check us out! We provide tweets on happenings at NFC, the DOD Personal Property Program, and more!

