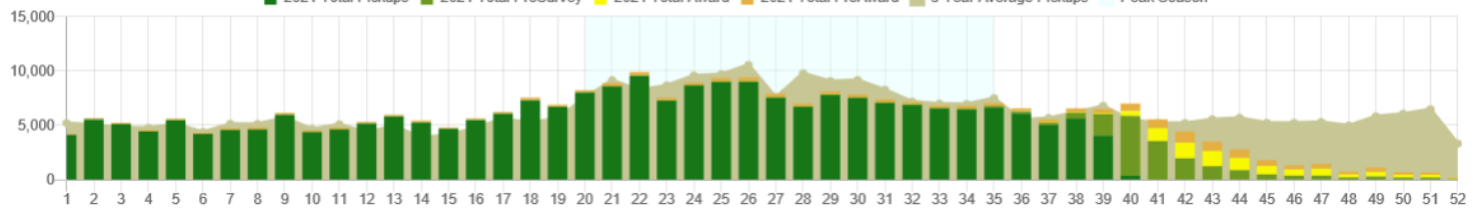


Total DPS Shipments (weeks 1 - 52)		
3 Year Average Pickups	2020 Total Pickups	2021 Total Pickups
322,659	289,477	243,646

Global Household Goods and Unaccompanied Baggage Shipment Overview

Total Peak Season DPS Shipments (15 May - 31 Aug)		
3 Year Average Pickups	2020 Total Pickups	2021 Total Pickups
128,225	119,115	116,532

2021 Total Pickups 2021 Total PreSurvey 2021 Total Award 2021 Total PreAward 3 Year Average Pickups Peak Season



Defense Personal Property Program Customer Dashboard

Moving metrics now available at your fingertips.

Visit www.ustranscom.mil/dp3/tspinformation.cfm to check the timeliness of deliveries, review satisfaction scores, assess a moving company's performance trends, and much more.



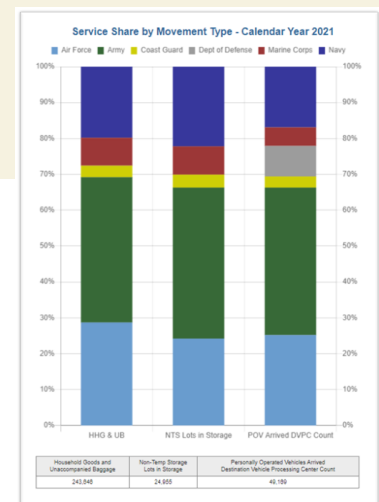
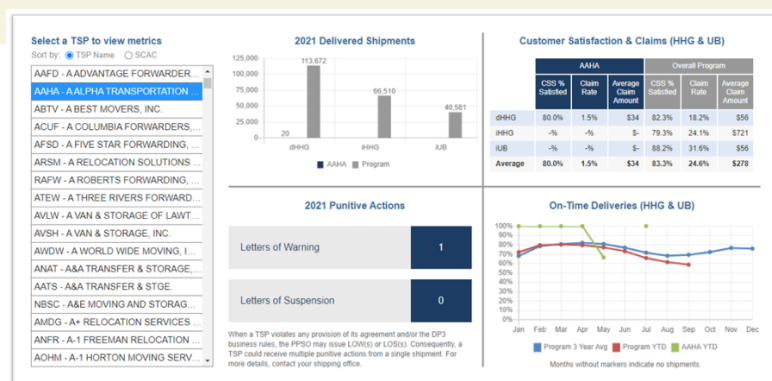
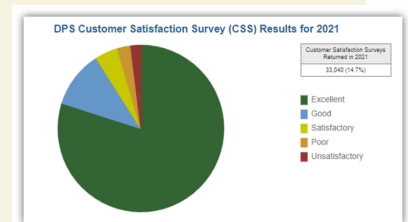
The Customer Dashboard is a new tool that offers program trends and statistics, as well as the ability to review current metrics on the Transportation Service Provider (TSP) shipping your goods. From the drop down at the top of the page:

See Program Overview Data for:

- Total number of household goods and unaccompanied baggage shipments
- Volume of moves per service branch
- Percent of on-time deliveries
- Customer Satisfaction Survey ratings

See TSP Metrics for:

- Total number of shipments delivered this year
- Total number of Letters of Warning and/or Suspensions
- Customer Satisfaction Survey ratings
- Percent of filed loss or damage claims
- Average amount paid per loss or damage claim
- Percent of on-time deliveries



For questions or assistance, contact your local Transportation Office.

While the dashboard is available to view at any time, you may find the data most useful when planning your move. Your local Transportation Office is available to answer questions regarding the availability of the TSP, discuss how the metrics might impact your move, and share various options.

