

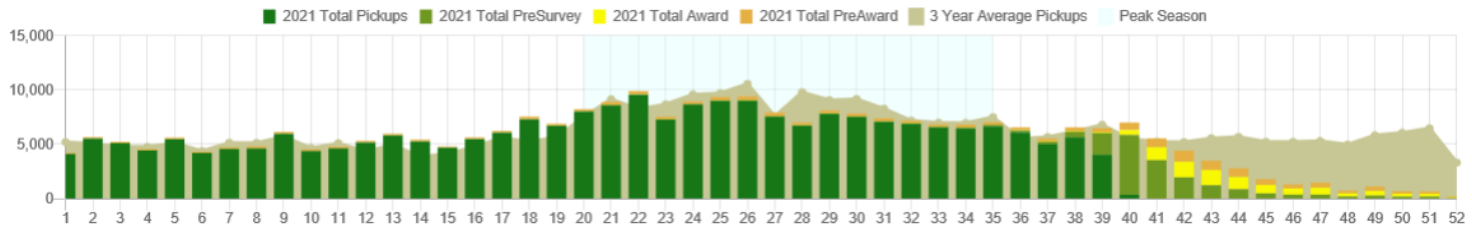
Total DPS Shipments (weeks 1 - 52)

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



Defense Personal Property Program Customer Facing Dashboard

Moving metrics now available at your fingertips.

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



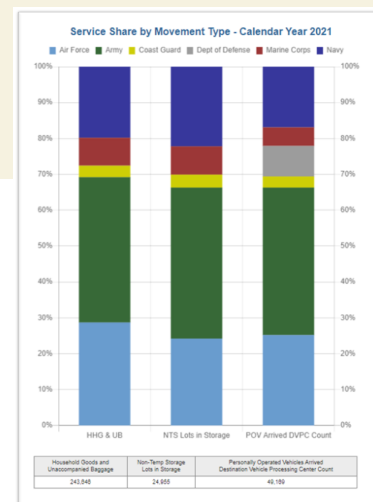
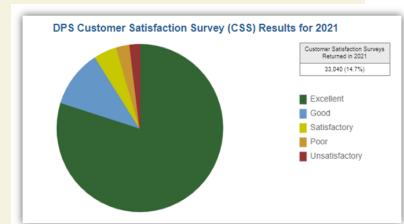
This new tool offers program trends and statistics, as well as the ability to review the Transportation Service Provider (TSP) shipping your goods.

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 Performance Data 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



Select a TSP to view metrics

Sort by: TSP Name SCAC

- AAFD - A ADVANTAGE FORWARDER
- AAAA - ALPHA TRANSPORTATION**
- ABTV - A BEST MOVERS, INC.
- ACUF - A COLUMBIA FORWARDERS...
- AFSD - A FIVE STAR FORWARDING...
- ARSM - A RELOCATION SOLUTIONS...
- RAFW - A ROBERTS FORWARDING...
- ATEW - A THREE RIVERS FORWARD...
- AVLW - A VAN & STORAGE OF LAWT...
- AVSH - A VAN & STORAGE, INC.
- AINDW - A WORLD WIDE MOVING, I...
- ANAT - A&A TRANSFER & STGE...
- AATS - A&A TRANSFER & STGE...
- NBSC - A&E MOVING AND STORAGE...
- AMDG - A+ RELOCATION SERVICES...
- ANFR - A-1 FREEMAN RELOCATION...
- AOHIM - A-1 HORTON MOVING SERV...

2021 Delivered Shipments

HHG	113,672
HHG	68,510
UB	45,521

Customer Satisfaction & Claims (HHG & UB)

	CSS % Satisfied	Claim Rate	Average Claim Amount	CSS % Satisfied	Claim Rate	Average Claim Amount
HHG	80.0%	1.5%	\$34	82.3%	18.2%	\$56
HHG	-%	-%	\$-	79.3%	24.1%	\$721
UB	-%	-%	\$-	88.2%	31.6%	\$56
Average	80.0%	1.5%	\$34	83.3%	24.6%	\$278

2021 Punitive Actions

Letters of Warning	1
Letters of Suspension	0

On-Time Deliveries (HHG & UB)

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 about the dashboard, discuss how the metrics might impact your move, and share various options.

