



Global Household Goods Contract continues domestic phase-in with 16 more installations to begin in September 2024

By: United States Transportation Command Public Affairs

SCOTT AIR FORCE BASE, Ill. (August 27, 2024) — U.S. Transportation Command's (USTRANSCOM) Defense Personal Property Management Office (DPMO) coordinated with the military services and U.S. Coast Guard to select 16 domestic installations that will begin awarding shipments under the Global Household Goods Contract (GHC) in September. These installations are located across nine states – Arizona, California, Colorado, Georgia, Maryland, North Dakota, Pennsylvania, South Carolina and Virginia.

Beginning in September, transportation offices servicing the following installations can issue task orders for local government-arranged household goods shipments under GHC:

1. Fort Huachuca
2. Presidio of Monterey
3. Naval Weapons Station Seal Beach
4. Naval Postgraduate School Monterey
5. Marine Corps Air Station Miramar
6. Fort Carson
7. Peterson Space Force Base
8. United States Air Force Academy
9. Fort Stewart
10. Hunter Army Airfield
11. Fort George G. Meade
12. Fort Detrick
13. Minot Air Force Base
14. Carlisle Barracks
15. Marine Corps Air Station Beaufort
16. Fort Gregg-Adams

Besides adding locations, GHC will also expand beyond local government-arranged household goods shipments and begin conducting a limited number of interstate moves between select GHC-live locations. In September, transportation offices will have the ability to submit task orders for a limited number of shipments moving between the following locations:

- Norfolk, Va. to/from Seattle, Wash. area
- Norfolk, Va. to/from Jacksonville, Fla. area
- Norfolk, Va. to/from San Diego, Calif. area
- San Diego, Calif. to/from Seattle, Wash. area

These additions will allow the DOD to ramp up shipment numbers with projected volume under GHC for the month of September to be approximately 4% of the total monthly average of domestic DOD shipments (based on three years of historic domestic data). The DOD is aiming to

achieve full GHC domestic implementation by spring 2025 with current plans to add more installations and increase shipment volume totals monthly. International shipments under GHC are expected to begin no earlier than September 2025. All plans for the GHC phase-in are subject to change, and USTRANSCOM will share updates as they become available.

As of Aug. 20, the DOD had sent 116 task orders to HomeSafe Alliance, the primary GHC contractor, for shipment requests submitted across the initial sites, with a total of 94 shipments completed under GHC. Although current sample size is too small to be considered statistically significant, the DPMO can report that 96% of GHC customers who submitted survey responses rated their overall move experience as satisfied or better.

“The positive feedback received from both customers and our transportation offices shows that we are headed in the right direction,” said Andy Dawson, DPMO director. “This summer provided us the opportunity to validate new business processes and IT systems for GHC on a smaller scale while customers experience the new program. Overall, we are satisfied with how things have gone so far and anticipate continued progress as GHC volume increases this fall.”

Over the past year, USTRANSCOM has worked to prepare all impacted stakeholders, including customers, appropriate U.S. government personnel, and the moving industry for the changes GHC will bring to the Defense Personal Property Program (DP3). USTRANSCOM has been conducting change management activities with the impacted DOD workforce, including training workshops, open dialogue sessions, and informational product development and distribution to inform and educate household goods stakeholders.

USTRANSCOM is conducting monthly site readiness validation events to confirm with the military services that the locations identified are indeed ready to go live with GHC. The next round of installations being prepped to begin GHC in October include sites in Alabama, Colorado, Florida, Georgia, Kansas, Kentucky, Maryland, Mississippi, Missouri, New Mexico, North Dakota, Texas and Utah. The DPMO also is hosting another GHC DOD “Days of Dialogue” event Aug. 27-29 where phase-in plans and operational aspects will be discussed with joint and local transportation offices worldwide.

Because GHC is a significant change for industry providers operating under the current household goods program, USTRANSCOM is continuing to conduct regular engagements with them, which includes hosting its semi-annual DOD Personal Property Forum Sept. 18.

“Industry partners who provide quality moving services have an opportunity to continue to work with DOD under GHC,” said Dawson. “We welcome industry’s participation as we execute this historic transformation to improve the moving experience for our service members and their families. The GHC concept has been in the works for many years, and we are thrilled to finally begin offering it to our service members and their families. We hope they are excited to use all the new features and tools and are pleased with a much smoother, modern, and overall improved experience offered by GHC.”

Customers can learn more about how GHC will improve the relocation experience at www.militaryonesource.mil/GHC. This webpage features a list of the GHC-live locations and a new two-minute video showcasing the customer experience while using DOD's new MilMove IT system. Readers are also encouraged to visit www.HomeSafeAlliance.com to learn more about how moves will operate under HomeSafe's management and offers a companion video showing the new HomeSafe Connect customer platform.

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