

PCS JTF Personal Property Advisory #26-0034A, Supersedes PCS JTF PP Advisory #26-0034, Dated 23 December 2025

Date: 7 January 2025

From: Permanent Change of Station Joint Task Force (PCS JTF) Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

Subject: Minimum Performance Score (MPS) and Mean Score (MS) for 2nd Performance Period (PP) 15 May – 31 July 2026

1. This message provides notice to TSPs of the MPS set for 15 May – 31 July 2026 PP.
2. MPS for each market:
 - 2.1. dHHG – **50.87**
 - 2.2. iHHG – **51.33**
 - 2.3. iUB – **56.22**
3. Appeals for all three (3) components of BVS 2.0, (Customer Satisfaction Survey (CSS), On-Time Performance (OTP) and Claims (Late Payment and Claims Survey) for 15 May – 31 July 2026 PP have been adjudicated, and updated in the CSS Tab, and are final.
4. The Traffic Distribution List (TDL) will go live NLT 20 March 2026
5. BVS 2.0 Mean Scores after appeals process:
 - 5.1. Origin CSS – dHHG – **29.44**; iHHG – **30.59**; iUB – **31.45**; OTO – **30.75**
 - 5.2. Destination CSS – dHHG – **49.69**; iHHG – **51.74**; iUB – **55.85**; OTO – **49.97**
 - 5.2. OTP (PU and Delivery):
 - 5.2.1 PU – dHHG – **97.22**; iHHG – **96.98**; iUB – **97.00**; OTO – **93.62**
 - 5.2.2 DEL – dHHG – **94.59**; iHHG – **90.81**; iUB – **87.12**; OTO – **67.19**
 - 5.3. Claims (Late Payment and Claims Satisfaction Survey):
 - 5.3.1 Late Payment – dHHG – **96.50**; iHHG – **84.69**; iUB – **96.50**; OTO – **96.71**
 - 5.3.2 Claims Survey – dHHG – **72.50**; iHHG – **64.42**; iUB – **89.80**; OTO – **75.12**
6. Any questions/concerns can be emailed to the Customer Satisfaction Survey Section:

transcom.scott.tcj9.mbx.pp-css@mail.mil.

7. This message was approved for release by the Operations Division Chief, PCS JTF, DPMO, (TCJ9-O).