

PCS JTF Personal Property Advisory #26-0034

Date: 23 December 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 – **96.99**; iUB – **97.00**; OTO – **93.62**
 - 5.2.2 DEL – dHHG – **94.58**; 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 – **72.41**; 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 Chief of Operations, PCS JTF, DPMO, (TCJ9-O).