

# United States Senate

WASHINGTON, DC 20510

March 12, 2025

The Honorable General Randall Reed  
Commander  
United States Transportation Command  
508 Scott Drive  
Scott Air Force Base, IL 62225

Dear General Reed,

We are concerned by media reporting of delays, poor communication, and missed pick-ups affecting military service members and their families moving to new duty assignments under U.S. Transportation Command's (USTRANSCOM) Global Household Goods Contract (GHC) with HomeSafe Alliance.<sup>1</sup> These issues have affected Georgians transferring to new duty stations, adding frustration and, at times, financial uncertainty to an already disruptive relocation process. We urge you to fully exercise your oversight authority to ensure the GHC program delivers on its promise to improve service, communication, and accountability for military families.

The GHC program promised to improve the moving experience for service members by centralizing responsibility for all moves under a single commercial contract with HomeSafe Alliance and its global network of moving partners, and digitizing service to improve customer communication. Currently, HomeSafe Alliance serves 94 military installations, including six bases in Georgia: Fort Eisenhower, Fort Moore, Fort Stewart, Hunter Army Airfield, Moody Air Force Base, and Robins Air Force Base. Now, HomeSafe Alliance has disclosed that it needs 21 days' notice to execute moves, effectively rolling back its program to pilot status, and disruptions have prompted the Army and Air Force to step in and rebook moves using the legacy Defense Personal Property Program.

We have heard from military families in Georgia expressing frustration at missed or delayed pickups and poor communication from HomeSafe Alliance. When arranging for their own moves under the Command's Personally Procured Moves process, they've learned of significantly reduced reimbursements compared to legacy program rates, leaving these families on the hook to pay the difference. Many service members and their families cannot afford new out of pocket costs.

As such, please provide answers to the following questions by March 31<sup>st</sup>:

1. How has USTRANSCOM evaluated GHC program move performance and customer satisfaction compared to moves conducted under the legacy Defense Personal Property Program since the start of the GHC pilot last April?


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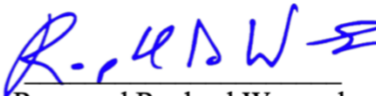
<sup>1</sup> Military families see bumpy start to household goods moving program, by Karen Jowers, *Military Times*, February 2, 2025, <https://www.militarytimes.com/pay-benefits/military-benefits/2025/02/03/military-families-see-bumpy-start-to-household-goods-moving-program/>.

2. What factors does USTRANSCOM consider for its conditions-based expansion of GHC-eligible moves?
  - a) Does USTRANSCOM have an updated timeline to transition domestic and international moves to the GHC program?
3. What actions is USTRANSCOM taking to ensure the GHC program resolves reported issues to deliver on-time, accurately communicated service to military families ahead of peak relocation season this summer?
4. For servicemembers who elect to use the Personally Procured Move process, how does USTRANSCOM provide oversight to ensure a fair-market value for reimbursement?
  - a) How many families have had to pay out of pocket to cover the cost of their move? On average, how much are families paying to cover the difference?

Our military service members and their families are asked to relocate many times over the course of their careers to meet the nation's defense needs. They deserve the peace of mind of knowing their belongings will arrive at their new duty stations on time and in good condition. Thank you for your attention to this important matter and we look forward to your response.

Sincerely,

  
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Jon Ossoff  
United States Senator

  
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Reverend Raphael Warnock  
United States Senator