

United States Senate

WASHINGTON, DC 20510-4606

COMMITTEES:

FINANCE

BANKING, HOUSING, AND
URBAN AFFAIRS

BUDGET

INTELLIGENCE

RULES AND ADMINISTRATION

February 26, 2025

The Honorable General Randall Reed
Commander
U.S. Transportation Command
508 Scott Drive
Scott Air Force Base, IL 62225-5357

Dear General Reed:

I write to express my concern with U.S. Transportation Command's (USTRANSCOM) implementation of the Global Household Goods contract with vendor HomeSafe Alliance. My constituents and press reporting indicate that HomeSafe Alliance is struggling to support military moves in a timely and predictable manner, calling into question performance on the contract, and ultimately degrading the readiness of our nation's servicemembers and their families. As the military community enters the permanent change of station (PCS) peak season, it is essential that our servicemembers and their families have the logistical support they need to meet the mission.

The welfare of our military members and their families underwrites our national security and I remain committed to fulfilling our collective obligation to support their service and reduce barriers to them performing their vital duty to our nation. In 2014, I engaged¹ on behalf of servicemembers when a contractor failed to reliably deliver servicemember personal vehicles in a timely manner from overseas assignments. This delay cost military members hundreds of dollars in vehicle rental fees and untold aggravation with an unresponsive contractor, and I was pleased that USTRANSCOM implemented a plan to address contract performance.

I am disappointed to once again find that intervention is necessary to ensure the military community has what they need to focus on their jobs and families. Public reporting that cites USTRANSCOM officials, indicates that more than 1,000 military families have already experienced missed household goods pickup or delivery dates, contractor communication challenges, or other issues associated with this contract. Your Director of the Defense Personal Property Management Office said that failures on a program this size, in the midst of transformation, are "to be expected."²

¹ <https://www.warner.senate.gov/public/index.cfm/2014/9/sen-warner-to-dod-find-servicemembers-missing-vehicles>

² <https://www.militarytimes.com/pay-benefits/military-benefits/2025/02/03/military-families-see-bumpy-start-to-household-goods-moving-program/>

I can assure you that the military families missing their beds, kitchen appliances, and comforts of home expect far more in terms of support. We cannot be complacent in the performance of this contract or in the treatment the military families moving this PCS season, particularly as your implementation schedule calls for domestic PCS moves to transition to this new contract this spring. To that end, I appreciate your action to issue a “show-cause” notice on this contract.

Accordingly, I request that you or appropriately designated officials provide a briefing to my staff as to how USTRANSCOM will ensure HomeSafe Alliance improves contract performance. Among other concerns, I would ask that you provide answers to the following:

- How many household goods (HHG) pickups and drop offs have been missed since the new Global Household Goods contract was phased in? What percentage of these missed pick up and drop offs are because of contractors failing to show up, or other capacity issues?
- What recourse is available to servicemembers and their families when their HHG pickup or drop off is delayed?
- Why was a show-cause letter issued to HomeSafe Alliance, and what was HomeSafe Alliance’s response to the letter?
- What assurances has HomeSafe Alliance provided in terms of their ability to build mover capacity?
- What changes have you implemented to reduce the number of missed pickups and drop offs since April 2024? What are you doing to ensure HomeSafe Alliance is prepared for peak PCS season?
- What is the impact of these challenges on your stated timelines to transition all CONUS and OCONUS moves to this new program over the coming months?
- What performance metrics will USTRANSCOM use in evaluating performance under the HomeSafe Alliance contract, and consideration of its continuation?
- What, if any, impact to your staffing or budget has occurred as a result of changes directed or implemented as a result of intervention by the Department of Government Efficiency?

I appreciate your attention and look forward to working closely with you on this matter. Thank you for your time and consideration.

Sincerely,



MARK R. WARNER
United States Senator