

United States Senate

WASHINGTON, DC 20510

May 1, 2025

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

Dear General Reed:

We write in appreciation of our servicemembers and their families, and in continuation of our collective effort to support them and work with U.S. Transportation Command (USTRANSCOM) on the implementation of the Global Household Goods Contract (GHC) with HomeSafe Alliance. We appreciate the continued focus from your team on remedying GHC implementation challenges, in keeping with USTRANSCOM's commitments to our military community as they enter the permanent change of station (PCS) peak season. We will continue to monitor this PCS season and your efforts to ensure our military, and you, have what you need to undergo this transformation with minimal impact to those we serve.

We appreciate actions taken so far that are aimed at blunting the impacts of the GHC transition to our servicemembers and their families, which have included holding some household goods shipments in the legacy system, as well as increasing USTRANSCOM's oversight of the HomeSafe Alliance contract performance.^{1 2} We are concerned, however, that the ongoing challenges with the contract transition and the large anticipated volume of moves in the coming months will continue to result in servicemember move disruptions and delays in their moves. We understand that HomeSafe Alliance is required to compensate servicemembers for some of the costs they incur because of these delays.

You are also likely aware that the challenges with the implementation of GHC have generated a significant amount of online discussion surrounding military moves. To help prevent confusion or misinformation regarding moves, USTRANSCOM and service Transportation Offices must increase their communication with transferring servicemembers and their families, as the Army did in January to explain changes in personally procured moves.³ We encourage you to take additional steps to ensure servicemember understanding of their options, rights, and remedies during this transfer season.

¹ <https://www.military.com/daily-news/2025/03/07/army-pulls-back-household-goods-shipments-privatized-moving-contract-leads-widespread-issues.html>

² <https://federalnewsnetwork.com/defense-news/2025/01/dod-raises-formal-performance-concerns-on-multibillion-dollar-moving-contract/>

³ https://www.armyresilience.army.mil/qualityoflife/pdf/SFRG/Army_Information_Update_PPM_Petition_13_Feb_25.pdf

Finally, we are concerned that recent reports of staffing cuts and hiring freezes at the Department of Defense and military services may negatively impact servicemember moves as the military heads into peak transfer season. The firings of probationary employees and other federal employees, many of whom are military spouses or veterans, have exacerbated the disruptions caused by preexisting vacancies and create new disruptions across the federal government. This heedless hobbling of complex government functions causes outsized negative impacts on customer service and customer experience. To better assess the impacts of these haphazard cuts, please provide us a report detailing the staffing structure at USTRANSCOM that supports servicemember household good moves, including the number of billets for civilian and military personnel who support the GHC transition and manage the HomeSafe Alliance contract, the number of vacancies in those billets in AY23, AY24, AY25 to date, specifically identifying any new vacancies since January 20, 2025. We are requesting the same data from each of the military branches to better assess the impacts of Secretary Hegseth and Secretary Noem's personnel management choices on servicemembers and their families to ensure that they are managing this important issue with the urgency it demands.

We request this response by May 16, 2025. We appreciate your attention and look forward to continuing to work closely with you on this matter. Thank you for your time and consideration.

Sincerely,



Mark R. Warner
United States Senator



Tim Kaine
United States Senator



Michael F. Bennet
United States Senator