Personal Property Regionalization

Current as of: 24 October 2012
Agenda

• OSD Regionalization of Personal Property Mission
  – Strategic Guidance & Directives
  – CONUS & OCONUS Regionalization Plan/Timelines
  – Management Oversight/Tools
  – Manpower Considerations (DAC & CME issues)
  – Information Management, Strategic Communications, Prudent Traffic Management

• Transforming JPPSO-WA to JPPSO-Mid Atlantic (JPPSO-MA)
  – Army Personal Property Lead Element (APPLE) Structure
  – Facility Upgrades & Layout

• JPPSO-MA & APPLE Commander’s Goals

24 October 2012
The Office of the Under Secretary of Defense for Acquisition Logistics and the Technology directed, as approved by the Joint Logistics Board that all Services consolidate Personal Property operations by the end of calendar year 2016.

**30 Mar 2012** HQ IMCOM Operations Order, 12-178: Provides detailed direction for key stakeholders and grants DIRLAUTH authority to all Commands and others to take all necessary actions for regionalization.

**20 Jan 2012** HQDA Execution of the Consolidation of Personal Property Shipping Offices: Provides direction for HQDA G-Staff, IMCOM, AMC/ASC, and JPPSO-WA on regionalization actions.

**15 July 2011** Army Consolidation of Personal Property Shipping Offices Implementation Plan and Timeline: Provides information on regionalizing Army PPSO’s to JPPSO’s of all Services.

**21 Mar 2011** OSD Memo: Directed Services to consolidate 151 Personal Property Shipping Offices to 17 Offices worldwide by 2016.
**  IAW DODI.4500.57 DoD has long supported a consolidation of back office operations (e.g. routing, booking, shipping management, and invoice processing) as a methodology to improve the efficiency of operations, reduce cost and eliminate redundant infrastructure while maintaining high customer service.

This plan applies to all Department of Defense Personal Property Offices worldwide and the respected Service Commands that operate them.

Executed in Phases I thru VI corresponding (FY11-FY16)

- **Phase I** - Publication of the Service Implementation Plan
- **Phase II** - FY12/CY12, realign back-office functions to regional JPPSOs IAW “Timeline”
- **Phase III** - FY13, realign back-office functions IAW “Timeline”
- **Phase IV** - FY 14, Army will stand up two OCONUS JPPSOs using existing staff at consolidated PPSO Grafenwoehr, Germany and consolidated PPSO Yongsan, Korea
- **Phase IV A** - Strategic Review and Update
- **Phase V** - FY15, realign back-office function IAW “Timeline”
- **Phase VI** - FY16, realign back-office function IAW “Timeline” (ends 31 Dec 2016)

Objectives of the initiative

- Improve customer service
- Standardization of operations & level of service
- Reduce redundant infrastructure
- Identify cost savings (to be retained at Service level)
OSD Directed Regionalization (CONUS)

**Vision** – Service operations will be consolidated into geographic regions; each serviced by a single JPPSO with multi-Service staffing and support.

Note: PPPO’s realigned to a JPPSO for all “Back-Office” functions; standardizes processes for DoD, realizes efficiencies in manpower and budgeting, and establishes effectiveness in customer support.

Army has 23 contractor operated PPSO, 3 government operated PPSOs with Contracted augmentation & 17 government operated JPPSOs/PPSOs.

91 Personal Property Shipping Offices for all Services

43 Army Personal Property Shipping Offices in various Regions, each working issues on their own

24 October 2012
Army will stand up OCONUS JPPSOs using existing staff at CPPSO-Grafenwoehr, Germany and CPPSO-Yongsan, Korea and will realign 17 Army-back office functions to the existing Army OCONUS JPPSO.

**62 OCONUS JPPSO/CPPSO/PPSO Locations:**
- Each location performing back-office workload
- Decentralization adds to complexity and span-of-control
- Communication & coordination more difficult

**6 OCONUS PPSO Locations:**
- Army: Fort Buchanan, Puerto Rico
- USAF: Incirlik AB, Turkey & Canberra AS, Australia
- Navy: FISC, Guam, NSA, Bahrain, & NSF, Diego Garcia

**OSD Personal Property Regionalization Today (OCONUS):**
- JPPSO – ANC
- JPPSO – Pearl Harbor
- CPPSO-Grafenwoehr
- CPPSO-Yongsan

**OSD Personal Property Regionalization Tomorrow (OCONUS):**
- JPPSO – Europe 79,316 Shipments
- JPPSO – Japan 54,115 Shipments
- JPPSO – Korea 37,684 Shipments

**Summary:**
- 2 OCONUS JPPSOs; 58 PPSOs
- 2 CPPSOs

24 October 2012
Coordinating Instructions

- **Annual savings.** Estimates shall be developed by Services.

- **General rules Governing JPPSO-PPPO Relationship**
  - Supporting (JPPSO) to Supported (PPPO)
  - PPPO expected to follow procedures of the JPPSO for day-to-day shipment management.
  - PPPO shall be governed by staffing levels set by Parent Service.
  - JPPSO shall provide training to PPPO staff as required to support JPPSO mission.

- **Service Command Inspection Programs (CIP).** CIP for PPPOs remain the responsibility of the Service that staffs that office. JPPSOs will not conduct inspections of another Service PPPO unless coordinated w/Service HQs.

- **Congressional Inquires, IG Hotline complaints, etc.** Each JPPSO and/or PPPO shall fully support all other Service inquiries and request for assistance.

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**Services Team Members:**

Army HQDA/G4: Mr Gene Thomas
AMC/ASC: Ms Diane Wadsworth

Army PPLE: Maj Rob Koon & Marty Leibolt
HQ PPA (USAF): Mr Jim Hearn & Chet Teel
Navy: Mrs Deborah A McGlennon
Marines: Frederick D Hyden
USCG: Charles A Fishburn

**Army Personal Property Leadership:**

JPPSO-MA, COL Dale Wronko
JPPSO- NW, Mr Arthur Dearen
JPPSO-EU, Mr David Greene
JPPSO-Korea, Mr Grant Robinson

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All members are responsible for specific communications of this plan and its requirements.

24 October 2012
JPPSO/PPPO Functions

Coordinating Instructions

- **JPPSO:**
  - Establish MOAs with supported PPPO
  - Execute consolidation of PPPO’s gained or lost thru regionalization
  - Provide adequate workspace for assigned personnel
  - Maintain comprehensive training plan for all personnel
  - Provide military chain of command structure for military from other services
  - Provide civilian supervision rating system

- **PPPO:**
  - Complete tasks as specified in signed MOA
  - Coordinate with gaining JPPSO on task accomplishment and reporting status
  - Maintain paper documents as appropriate for the specified time

JPPSO-PPPO
Division of Labor

<table>
<thead>
<tr>
<th>JPPSO</th>
<th>PPPO</th>
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<tbody>
<tr>
<td>Route and book outbound shipments</td>
<td>Provide personal property counseling for all DOD and Coast Guard customers within assigned AOR</td>
</tr>
<tr>
<td>Process inbound shipments</td>
<td>Process personally procured moves</td>
</tr>
<tr>
<td>Process shipment documentation</td>
<td>Assist members with excess cost</td>
</tr>
<tr>
<td>Process invoices for services</td>
<td>Collect payment for excess cost</td>
</tr>
<tr>
<td>Manage non-temporary storage lots</td>
<td>Process requests for extension of entitlement</td>
</tr>
<tr>
<td>Manage storage-in-transit program</td>
<td>Assist with claims</td>
</tr>
<tr>
<td>Process Direct Procurement Method shipments</td>
<td>OnLine tracking of shipments</td>
</tr>
<tr>
<td>Respond to transportation service provider inquiries</td>
<td>Ensure shipments headed for overseas comply with host-nation entry requirements &amp; SOFAs</td>
</tr>
<tr>
<td>Manage Direct Procurement Method and local move contracts</td>
<td>Ensure shipments returning from overseas comply with Customs Requirements</td>
</tr>
<tr>
<td>Supervise work accomplished at “owned” base-level PPPOs</td>
<td>Respond to customer inquiries</td>
</tr>
<tr>
<td>Ensure shipments headed for overseas comply with host-nation entry requirements &amp; SOFAs</td>
<td>Performs Quality Assurance duties for local area</td>
</tr>
<tr>
<td>Ensure shipments returning from overseas comply with Customs Requirements</td>
<td>Tasks highlighted in blue are common to both JPPSOs and PPPOs</td>
</tr>
</tbody>
</table>

A PPSO completes all tasks listed above for their base & assigned AOR only
- Dash Board provides management direction for all Army JPPSO’s & PPPO’s efforts; maintains constant contact with other Service JPPSO’s and Service HQ Reps during OSD regionalization

- COP provides “today’s newspaper” status of Army regionalization progress
Management / Tools

JPPSO / PPPO Oversight

- SDDC SAVs
- Quarterly Updates from SDDC/HQ PPA/HQDA G-4
- Quarterly PPPO Training
  On-Line Educational Videos
  Workshops and Teleconferences
- QA/DPS Analysis

PPPO Pre-Peak Season Workshop

PSI Monthly Report

DPS Analysis

Supplemental Official Messages

24 October 2012
Manpower

- OSD approved Air Force Business Model (AF manpower standard 7137, dated 11 Jan 2005)
  - Military 2183 shipment volume annual per 1 SME
  - DAC 1942 shipment volume annual per 1 SME
- ASC HR Plan delineates responsibilities for regionalized TDA positions (DOL Crosswalk)
  - ASC G-1 issues Transfer of Work notifications to employees & Union
  - ASC G-1 collects responses & work with APPLE /JPPSO to transfer volunteers
- Army will realign - Manning
  - 24.1 back-office functions under the U.S. Navy JPPSOs
  - 65.2 back-office functions under the U.S. Air Force (including 3 U.S. Air Force military joint Base positions at Dix-McGuire)
- Army will receive - Manning
  - 33 back-office functions from U.S. Air Force
  - 18.8 back-office functions from U.S. Navy
  - 9 back-office functions from U.S. Marine Corps

*Manpower* (military, government employees, contractors, foreign nationals or other labor resources identified in the MOA must be in place 60 days prior to the consolidation or as specified in the gaining JPPSO MOA

24 October 2012
Information Management Systems

Goal streamline data transfer through On-Base usage

- Information Management “significant” to regionalization
- Each PPPO must have ability to input customer files into On-Base via scanner/C3PO
- JPPSO-MA coordinating with ASC/G-6 and local NEC (NETCOM) to certify and make On-Base available to .mil users
  - ATO & CoN signed, CCB process complete
  - 20 Scanners for Army PPPOs purchased
  - Costs for regionalized positions identified
    (USAF - $2867, Navy - $4280, Army - $4164)
- Once On-Base is available, Services will standardize sharing of data files; seamless customer support
  - Army and USAF using Version 9 of On-Base
  - Navy uses TRIM
- Next step will be to centralize Army data management until DPS has capability

24 October 2012
Multiple Systems with Multiple Users

- Defense Personal Property System (DPS)
- vTops (used for NTS)
- Power Track Payments (DFAS)
- eNTS
- OTCnet (Army only owner expense storage)
- On-Base and C3PO
- TRIM (used by Navy, similar to On-Base)
- GFEBS (financial system of record)
- Right FAX (used in-lieu/backup to On-Base)
- FAX machines/emails
- Workflow (internal doc flow)
- Central Web Application (CWA) (financial software similar to Power Track)
- Application Extender (replaced by On-Base...data storage)
Strategic Communications

- Publicize important info...multiple means used to keep awareness high (customers/PPPOs/JPPSOs)
- Synthesizes “must know” info from every available resource
- $Thousands raised each year for Army and DoD charities building strong relationships with the Transportation Service Providers

24 October 2012

http://www.belvoir.army.mil/jppsowa/
Prudent Traffic Management

Where we save the DoD money

- Entitlements Determination IAW JFTR/JTR/DTR & each Service’s Secretarial Process (extensions, retirements, separations)
- Promote Direct Delivery/Validate SIT requirement
- Execute NTS (Expired NTS Lots, Invalid LOA’s)
- Bill Paying--manual ($22) versus electronic ($2) with DFAS
  - Potential to save >$383K/year
- Accessorial Services (code D versus code 2--best value, unnecessary crating)
- Reweigh Program
  - $180K/year saved!

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24 October 2012
Mission Current/Future

**JPPSO-Washington Mission**
Provide consolidated traffic management services for shipment and storage of personal property for DoD members (and USCG) moving into, within or out of the National Capital Region. AOR includes the District of Columbia, 7 counties in Maryland, 9 counties in West Virginia and 8 independent cities and 24 counties in Virginia. We also service other government agencies upon request (Dept of State, CIA, etc).

**JPPSO-Mid Atlantic**
Execute personal property movement services for shipment and storage of DoD customers. FY 12-16 realign-back office functions into JPPSOMA from all Service PPSOs located in the states of West Virginia, Maryland, Virginia and North Carolina. Internally reorganize to better support regionalization and DPS workflow. Continue to service other government agencies (Dept of State, CIA, etc) upon request.

24 October 2012
Integrate/realign back office functions into regional JPPSOs

- JPPSO-MA expands AOR
  - Includes 12 new PPPOs in 4 states
  - Workload triples by CY16

24 October 2012
JPPSO-NW (Lewis-McChord)

- JPPSO-NW expands AOR
  - Includes 15 new PPPOs in 4 states
  - Workload >2x by CY16

JPPSO-LM Mission

Provide consolidated traffic management services for shipment, receipt and storage of personal property for DOD military and civilian customers (and USCG) moving into, within or out of:

- 12 Counties in Washington
- 35 Counties in Oregon
- Service other Gov’t agencies upon request (Dept of State)
JPPSO-Korea

Yongsan CPPSO
Garrison PPOs

USAG-RC  DOL
Area I Manpower
7 Mil
12 KN
7 CME
Camp Red Cloud
Camp Red Cloud
Camp Blaney
Camp Custer
Camp Hovey

USAG-Y  DOL
Area I Manpower
7 Mil
12 KN
7 CME
Yongsan
Camp Kim
Camp Market
Kunsan Air Base
Religious Retreat Center

USAG-H  DOL
Area I Manpower
7 Mil
12 KN
7 CME
Camp Humphreys

USAG-D  DOL
Area I Manpower
7 Mil
12 KN
7 CME
Camp Henry
Camp Walker
Camp George
Camp Carroll
Pohang (Marine)
Chinhae (Naval)
Pusan Pier

Seoul
AF TMO Sites
Osan Air Base
USAG-Humphreys
Kunsan Airfield
WaeGwan
PoHanh

24 October 2012
JPPSO-Europe

Current Issues

- JPPSO-WA sent 3 Mil counselors to support Baumholder
  - 170 IBCT deactivation on-going now (1108 personnel by 15 Oct)
  - 172 IBCT deactivation this CY (2718 personnel by 15 Dec)

- HQDA G-4, SDDC, IMCOM, ASC, 405 ASC, & APPLE support for deactivation in Europe
  - Conducting weekly teleconferences
  - Tender Rules/increase capacity & increase counseling capability

- CPPSO from Grafenwoehr to Kaiserslautern by 1Oct 12
  - Host Nation employees – 40 continue work at Graf until 31 Mar 13
  - Mass hiring action for 40 vacancies at K’town (ready for next peak)
  - Chief QC will remain to supervise the 40 a Graf until 31 Mar 13

24 October 2012
Organizational Changes

Building the new JPPSO-MA

- JPPSO-MA will re-organize internally
  - Three divisions => two divisions
  - Mirrors DPS workflow
  - Facilitates regionalization

Building the Army Lead Element

- Army Personal Property Lead Element (APPLE)
  - Built from existing resources
  - Manages regionalization of Army JPPSO’s
  - Maintains oversight of realigned personnel authorizations via Derivative UIC

24 October 2012
Army Personal Property Lead Element (APPLE)

**Mission**

Army Personal Property Lead Element

With existing resources, stand up the Army Joint Personal Property Lead Element. Assume technical control of JPPSO Northwest (Lewis McCord), CPPSO Yongsan, Korea and CPPSO Grafenwoehr, Europe (PP functions of Host Nation Liaison Field Operating Activity). Coordinate, monitor, and report on actions required by Army JPPSOs, CPPSOs, PPSOs, and PPPOs. Transform Army personal property enterprise towards the Joint 2016 vision (IAW) OSD consolidation initiative.

- **Army Personal Property Lead Element (APPLE)**
  - Initial Cadre of 4 personnel (vacancies from JPPSO-WA TDA)
  - Provides day-to-day oversight for Army JPPSO’s
  - Coordinates amongst Army JPPSO’s and higher Headquarters (HQDA G-4, AMC/ASC, HQ PPA)
  - Develops metrics to report regionalization progress
  - Streamlines and standardizes entitlement issues
  - Coordinates hiring actions for realigned DAC’s
  - Provides guidance to develop and staff MOA’s between Army JPPO’s and their regionalized PPPO’s

24 October 2012
APPLE Purpose After Regionalization

• Two Branches
  – Systems Integration Branch
  – Plans, Strategy & Integration Branch

• Systems Integration Branch
  – Manages Information Technology and facilitates upgrades & maintenance for all Army organizations
  – Ensures Army JPPSO’s follow established entitlement requirements & standardizes entitlement determination requests

• Plans, Strategy & Integration Branch
  – Provide single POC for Higher HQ and other Services
  – Ensures standardization in processes with all Army JPPSO’s
  – Distributes updated/new policy & guidance
  – Develops and analyses performance metrics
  – Manages Derivative UIC for all Army DAC and CME personnel realigned by regionalization

24 October 2012
Commander’s Goals

• Support OSD Regionalization Directive (streamline)
  – Monitor transfer of PPSOs back office functions into JPPSOs
  – Standardize JPPSOs/PPPOs functions

• JPPSO-MA stand up Army Personal Property Lead Element
  – Coordinate with AMC/ASC on JPPSO-MA and Army Personal Property Lead Element (APPLE) hiring actions
  – Build APPLE using existing resources on JPPSO-MA TDA
  – Develop Standard Operating Procedures (SOPs) and Staff Assistance Visit (SAV) checklists for the APPLE

• Reorganize JPPSO-MA
  – Transform three divisions into two divisions to better support DPS
  – Improve facilities to support reorganization/regionalization
  – Create Army IT Enterprise Solution (On-Base data storage)
Questions
Backup Charts
JPPSO-WA History

1964
JPPSOWA originally established 24 AUG 1964, as the US Army Consolidated Household Goods Shipping Office for the Armed Forces, Washington, D.C.

28 DEC 1965 redesignated as the Joint Household Goods Shipping Office, Washington, D.C.

1985
OSD Regionalization Directive Fort Dix/OCONUS

1987
Established JPPSO-Lewis

1994
JPPSOWA moves to Ft Belvoir from Cameron Station

1994

2008
JPPSOWA realigned under IMCOM National Capital Region – District

2010
Discontinued the NCR-D Headquarters and transferred responsibility to Regional Director, IMCOM North East Region (NER)

2010
JPPSOWA-Lewis Transformed to JB JPPSO Lewis-McChord

2010
Sep 2010
JPPSOWA develops Army JPPSO Regionalization Plan

Oct 2012
JPPSOWA OPCON to AMC/ASC as part of the DOL realignment from IMCOM

27
AF completes CONUS regionalization of 23 PPSOs to 3 JPPSOs
Facility Reorganization

Reshaping the infrastructure to support growth

- Floor Plan for 1st floor has been staffed/funded
- Facility upgrades combine phases
  - Each phase closely linked with each other
  - Movement of offices cannot be accomplished exclusively
- Close coordination with installation facilities board to expedite
- At Fort Belvoir contracting office for execution
- Anticipate completion in CY13

24 October 2012
JPPSO-MA Priorities

– Regionalization Implementation
  • Aberdeen Proving Ground & Ft Detrick consolidate back office (completed 15 May 2012)
  • Sign MOA’s between Garrisons transferring back office functions into JPPSO
    – Currently, APG, Fort Detrick, Fort Wainwright, and Fort Greely have signed MOA’s with their respective JPPSO’s
  • Reassign PPPO front office function back to DOL, Ft Belvoir & Ft Meade by 1 Oct 2012
  • Establish Joint Service Battle Rhythm for standard communications amongst all stakeholders

– Army IT System Enterprise Solution (On-Base)
  • IMCOM G-6 accomplishing Authority to Operate (ATO) & Certificate of Net worthiness (CoN)
  • Web access for PPPOs--coordinating with AF PPA/SI, Mr. Giovannelli
  • Set up access rights for outside agencies (DFAS, for PPMs and Power Track Payments)

– Fill vacancies within JPPSO-MA
  • Aging workforce averaged 4 per year retired between 2009-2013
  • Hire 4 vacancies from TDA, JPPSO-MA for the Army Personal Property Lead Element (APPLE)
  • Accept Manning positions from Aberdeen & Ft Detrick into JPPSO-MA  TDA
  • Fill JPPSO-MA authorizations
  • Develop JPPSO-MA and APPLE Chain of Command
Current Ops

• Peak Season (May – Sep)

• JPPSO transfer from IMCOM to AMC/ASC 1 Oct 2012
  – During interim period until transfer, IMCOM and AMC/ASC will pursue OSD consolidation initiative for PPTY functions

• Utilize Defense Personal Property System (DPS) and a bridge, VTOPS (for NTS / one-time-only / local moves)

• Continue to assist SDDC / ASC with DPS issues
  – Phase II field issues; report/execute manual work-arounds
  – Phase III; develop business rules (NTS / QC / DPM)
  – Track Customer Satisfaction Surveys to assist members
  – Synch Service “Human Capital” discussions (hiring process IAW ASC HR Plan)

• Reorganize to support Regionalization and DPS workflow