



OFFICE OF THE SECRETARY OF DEFENSE

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MEMORANDUM FOR CHIEF MANAGEMENT OFFICER OF THE DEPARTMENT OF
DEFENSE

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DIRECTORS OF DEFENSE AGENCIES
DIRECTORS OF DOD FIELD ACTIVITIES

SUBJECT: Personal Property Relocation Capacity Constraints Resulting From COVID-19

As a result of the outbreak of the 2019 Novel Coronavirus (COVID-19), the Department of Defense implemented travel restrictions that disrupted the summer peak season for Permanent Change of Station moves. With the lifting of restrictions and resumption of moves, the household goods industry will be challenged to meet the demands of the resulting backlog. To better match these demands with expected capacity, while maintaining an acceptable level of quality, the Services must adjust relocation volumes to ensure that system wide and local capacity is not exceeded.

While specific industry capacity will not be known until demands are levied on carriers, historical averages and associated system performance indicates that approximately 9,000 moves per week is the maximum sustainable volume for the duration of the remainder of the year. Based on historical volumes, the Services should target the following number of moves per week to ensure total demand does not exceed capacity. These targets only apply to government procured moves. Personally procured moves should be encouraged and do not place additional burdens on commercial relocation capabilities.



<u>Service</u>	<u>Historical Volume</u>	<u>Target Moves per Week for 2020</u>
Army	42%	3,780
Air Force	27%	2,430
Navy	20%	1,800
Marines	8%	720
Coast Guard	3%	270

The Services are expected to adjust report dates and establish policies that will meter demand to match these targets. Similarly, the Services should use historical volumes by location to determine the number of moves that can be supported by local capacity.

Personal property offices should take local conditions and available quality capacity into account when processing shipment requests. In locations where a single Service represents an overwhelming majority of the moves and where additional local capacity is available, the Services are able to schedule additional moves. In locations where multiple services have significant presence, Services must meter their demand to closely match historical share of volumes for that location to ensure equitable distribution of local capacity.



Ellen M. Lord
Under Secretary of Defense
for Acquisition and Sustainment



Matthew P. Donovan
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