

THE PORTAL

VOLUME XXXVII The Journal of the Household Goods Forwarders Association of America, Inc.

MAY/JUNE 2005



The U.S.
Government:
Industry's
No. 1 Customer

2004-2005
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About our cover: *This issue shines a spotlight on the industry's number one customer: The US Government. Coverage begins on page 5. Cover design by Stephanie Sutherland, Glennan Graphics.*

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THE PORTAL

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By Terry R. Head
HHGFAA President

Who Needs Government?

As you can tell from the cover art for this issue of **The Portal**, we are spotlighting several of the key departments and agencies of the United States Federal Government as key customers, regulators, and “partners” for the international household relocation industry. With our 43rd Annual Meeting set to be held here in Washington, D.C., this October, we thought it would be fitting to educate HHGFAA members on the nature and volume of business the US Government generates for our industry, and examine what it takes to successfully secure and service some of that business.

While reviewing some very interesting articles and interviews that appear in this issue, I found it curious that the federal employees who oversee government traffic make numerous references to “partnering with industry.” I’m sure all of you noted similar references in your local and national press coverage to various government/industry partnerships aimed at addressing a variety of issues and concerns. Certainly anyone who regularly reads **The Portal** is aware of the Department of Defense desire to partner with industry in developing the next generation of reengineered moving programs for US military personnel.

Just to see what would turn up, I performed a search on the Internet associating the words “government” and “partnership.” There were just under 10 million references listed for using those two words in concert.

The listing is almost infinite and covers a wide range of programs. These included the well-known “Partnership for Peace” and the “Partnership for Jobs.” Then there were lesser-known ones, such as the Federal Motor Carrier Safety Administration’s “Commercial Vehicle Safety-belt Partnership” and the “OHSa Strategic Partnership Program.” However, there were also several that relate specifically to our daily course of business, such as the Customs and Border Protection Agency’s “Customs Trade Partnership Against Terrorism (C-TPAT)” and the Transportation Security Agency’s “Guidance on Screening Partnership.”

Nevertheless, the message to me is that the US Government has come to realize it must create buy-in from the numerous industries and stakeholders that it looks to in order to procure the goods and services it needs. Furthermore, the government needs to maintain proper channels of communication for soliciting input and generating guidance relative to new regulations on the enforcement side of its relationship and responsibility to industry.

Fortunately, it is in this role that the Association finds itself one of the primary conduits for government to talk with industry and for industry to make its collective voice heard by the government.

Who needs government? We do. But they need us (you) too! ■

ABOUT THIS ISSUE

This year, HHGFAA will gather for its Annual Meeting in Washington, D.C., the seat of the US Government. This will provide a great opportunity for members to get an up-close-and-personal look at the industry's biggest customer, the Federal Government. Attendees will have a chance to meet key players from government agencies and get answers to their questions, firsthand. This gathering will offer an unprecedented occasion for HHGFAA members who are interested in exploring the opportunities and challenges that face companies that want to enter this lucrative but highly specialized market. Hence the theme of the gathering: "Success Through Partnership: A Capital Idea."

This issue of **The Portal** sheds a spotlight on three top agencies — the US State Department (page 5), the General Services Administration (page 8), and the Military Surface Deployment and Distribution Command (page 11) — which have been generous with their time and advice in helping us to profile them. The profiles of those entities will serve as a good starting point for members who attend the Annual Meeting in Washington this October.

Look for shaded blue areas throughout the issue, where you will find timely statistics and other information that are useful in understanding why the US Government is among the world's most sought-after customers. ■

PORTAL FOCUS: A LOOK AT THE INDUSTRY'S PARTNERS

State Department Statistics At a Glance

FY 2004

Total transportation costs	\$41 million
Supply moves.....	\$29 million
Goods in permanent storage with local contractors (total)	14.6 million pounds
Goods in permanent storage stored in Hagerstown, Md., facility	9.5 million pounds
Number of shipments worldwide	23,000
Personally owned vehicles (POVs)	3,000
Military member POVs	153

The US State Department

By Joyce Dexter, Portal Editor

This year, as it has for the past several years, the US Department of State will participate in HHGFAA's Annual Meeting in Washington, D.C. The agency will be represented by top transportation officials, who will update HHGFAA members on State's transportation program and on possible opportunities for new transportation service providers who may wish to compete for contracts or tenders with the Department of State.

Those who manage the State Department's transportation activities have a lot of experience behind them, and their years of moving household goods, commodities, and people to far-flung corners of the globe make for a professional operation that truly works.

Luis A. Roque, Chief, Traffic Management Branch, already had spent 20 years in the Army before coming to State 11 years ago. During his military career, most of it overseas, he focused on quality control for Army transportation offices and logistics operations. Ann S. Gibson, Chief, Transportation Operations Branch, is another seasoned pro who spent 25 years as a civilian with the US Department of Defense, where she was engaged across the spectrum, from the field level to headquarters level. Over the years, she has also taken part in DOD's reengineering of their personal property program. Roque and Gibson both work in the Bureau of Administration within the Department, under the guidance of the Transportation and Travel Management Division Director, Edward J. Brennan.

Roque reports that the State Department's moves in the last fiscal year increased slightly over previous years, and Gibson adds that the number of walk-in customers that is, State employees who come to the department's Foggy Bottom headquarters to arrange their moves has held steady for the past several years.

Like practically every other organization on the planet, State has been using technology to simplify the process for employees as well as the transportation office. An interactive tool called WebMove allows customers to key in their move dates, packing address, and other relevant information to begin the relocation process. Gibson says that some individuals, especially those who are organizing their first move with the Department, still prefer to come in person to speak with one of the dozen transportation counselors on staff. The counselors help to arrange shipments of Household effects, personally owned vehicles (POVs), consumables shipments (where applicable) and unaccompanied baggage, as well as storage services.

Also on the technology front, State has been working with PowerTrack for 2 years, and Roque hopes that by June 1 most of its service providers will be enrolled. "The progress has been slow," he says, "but we are getting the transportation service providers into the program."

Shipments of commodities, which include goods ranging from office furniture to other supplies essential to embassy operations overseas are managed primarily through the New York office of U.S. Despatch, who acts as a facilitator for State's shipments of both commodities and personal effects. U.S. Despatch offices are strategically located to facilitate shipments to all regions of the globe. For example, its Miami office handles most of the shipments going to Latin America; its Seattle branch handles goods bound for the Far East and South Pacific; the Brownsville, Texas, operation, the newest U.S. Despatch office, oversees shipments to Mexico; and the European Logistics Support Office, Antwerp, Belgium, handles Europe, Africa, and the Middle East. The Baltimore Despatch



Luis A. Roque, Chief, Traffic Management Branch, and Ann S. Gibson, Chief, Transportation Operations Branch.

facility handles the bulk of the total outbound and inbound personal effects shipments for State.

Movements of household goods for State Department employees are accomplished through two methods: International Through Government Bill of Lading (ITGBL) and the Direct Procurement Method (DPM). ITGBL moves, which fall under the General Services Administration's Tender of Service, are currently handled by nine service providers. For DPM moves originating in the Washington, D.C., area, Roque says, "We use our twelve local contract companies to pack our export shipments and secure the permanent storage. The roster of over 125 transportation service providers in the DPM program includes forwarders, packers, ocean lines, consolidators and truckers. Gibson notes that her staff tries to encourage ITGBL shipments instead of DPM whenever possible, because ITGBL offers better insurance and liability protection, as well as greater reliability in terms of dates, and is a more streamlined process overall — the equivalent of one-stop shopping. Conversely, DPM shipments are handled by a succession of different parties at each step, making it more difficult to accurately track the goods in transit.

Roque reports that DPM contracts in the Washington, D.C., area, which are totally separate from the GSA Tender of Service and in effect for 5 years, are up for renewal in June 2007.

"Every year," Roque adds, "we issue a request for offers for packing services outside the metropolitan area. If a company interested in pursuing business and notifies us of their interest, we will put them on our list."

"State is committed to allowing new transportation service providers a chance to participate in the out of town packing business," says Gibson. "It may take a while to get into the program. But they need to be patient. We take our time to build a partnership with transportation service providers."

Among those transportation service providers who are accepted into the program, says Roque, some discover that they are not a good fit with the government and drop out, so more slots become available. "We have done business with some companies for 25 plus years," he adds. "Our tenders are performance-based." Roque's office determines who gets on the list of transportation service providers, and the individual counselors do not select which company will handle a given move; the process for selection of the transportation service provider to be used is automated, to ensure fairness and equity in the process.

Some aspects of State's moving program overlap with the Department of Defense's moves, says Gibson. "At the present time, we have a Memorandum of Understanding with SDDC under which we move most of the POVs owned by military service members and DOD civilian employees who are assigned to the embassies. We have been moving POVs for them for five years, beginning with a pilot program for shipping POVs to African posts. Last year we started moving POVs for them all over the world." In 2004, State moved 153 vehicles for military members, a number that will be substantially higher in coming years.

As Roque points out, US companies that wish to enter the government market will be given the opportunity to do so by entering bids in response to State's requests for offers. Indeed, Gibson notes that State is bound by law to use US companies to the extent possible. But what about foreign-based companies who want to perform moving services for the US Government?

"The only ways foreign-based companies can work for us is through the ITGBL program, or by local contracts at the embassy locations for local packing, crating or other related services," says Roque. "The embassies select their own ITGBL destination agents; we don't play a role in that selection, but we do collect the information provided by overseas posts and submit it to GSA as part of the ITGBL request for offers. If a foreign company wants to do business with us, we recommend that they talk with the embassies in their countries."

The international climate since 9/11 has ratcheted up security requirements worldwide, and accommodating those realities can be a challenge. "We as a group are trying to stay as flexible as possible," says Roque, "because there are new security rules cropping up frequently, including changes in other countries, such as laws with respect to agricultural products including the wood used in shipping containers, and how they are sprayed and treated. We

have to be flexible and prepared to adapt frequently. We truly don't know sometimes what to expect."

Roque and Gibson both say they are pleased with the relationships that have grown between State and its service providers, who understand that their continued success is founded on a performance-based Tender of Service. "Last year," says Roque, "our claims ratio was about 1.2 percent. This is very good. We have top quality service providers to do the packouts, so claims are low."

Electronic customer service surveys are conducted to help State get an accurate picture of how well the service providers are doing. Last year, Roque reports, "We got about a 44 percent return."

Roque and Gibson have worked hard to build a solid partnership between their department and industry. "We have participated in every HHGFAA Annual Meeting in the last 6 or 7 years, making presentations and speaking directly with members," says Roque.

Things are gradually changing even within the government, since the days of yore when government officials jealously guarded their own turf. Gibson adds that in the past, "The different groups of people who are involved in transportation didn't talk to each other very much. But now we do more of that. Because the world has become a smaller place, we and the military and GSA have had to work closely together, working together to get things in and out of Iraq, which has served as a kind of catalyst in strengthening State's relationship with other agencies. The transportation community is actually a very small group. Events like the recent SDDC conference in Nashville and the carrier conference in Philadelphia give us an opportunity to share information and ideas with other agencies. Information is being exchanged." ■

What Is CHAMP?

The Centralized Household Goods Traffic Management Program (CHAMP) provides federal civilian agencies a framework for efficiently and economically transporting the household goods of their employees relocating in the interest of the government from one official duty station to another, both domestically and internationally. This includes transporting privately owned vehicles and unaccompanied baggage.

CHAMP saves agencies on average approximately 52% off commercial rates. GSA has arrangements with over 250 Transportation Service Providers (TSPs), both large and small, for shipping the household goods of federal employees the government requires to relocate. All TSPs must meet GSA's strict approval and quality control standards. GSA can provide a listing of available TSPs for interstate, intrastate, and international moves (including American offshore), or TSPs may access this same information from the Transportation Management Services Solution (TMSS) system. Each TSP is ranked based on the level of federal customer satisfaction with its past performance and the percentage discount off its commercial rate. Basic TSP performance requirements and program standards are published in the GSA Household Goods Tender of Service (HTOS).

The program's basic documents are the HTOS and the Request for Offers (RFO). The HTOS provides a uniform basis for buying household goods transportation through its application, rules, and accessorial services. TSP approval, price negotiation, and TSP performance measurements are basic components in the household goods program.

In isolated instances, under TMSS, when no TSP has submitted a discounted rate for a destination outside the Continental United States, one of GSA's transportation zone offices will be glad to negotiate a specialized "one-time-only" rate to meet specific needs. GSA can arrange for "one-time-only" moves in one easy step. (From the GSA Website, <http://www.gsa.gov>)

General Services Administration

By Joyce Dexter, Portal Editor

GSA Statistics At A Glance

GSA The following data cover CHAMP shipments using 415G, made between June 1, 2004, and May 31, 2005.

Number of moves	2,736
Average weight	9,280
Average distance	961
Storage ratio	41%
Average days in storage	54
Moves with storage	1,116
Moves without storage	1,620
Number of overweight shipments	130



Shipments made in the summer seem to require more storage than those made in the winter months. The storage ratio for the period 10/01/04 to 05/31/05 was 30%. Summer moves generally are made on shorter notice than those in the winter months.



In recent years, GSA has managed an average of some 1,500 international household goods relocations annually and about 12,500 domestic moves annually. Cost per CHAMP move is about \$6,000.

SOURCE: GSA

The General Services Administration (GSA) is widely known as “America’s housekeeper.” Among other functions, the agency’s role includes transportation-related tasks, which fall under the bailiwick of Tauna T. Delmonico, Director, Travel & Transportation Management Division, whose office is based in the Washington, D.C., suburb of Arlington, Virginia.

Delmonico has a big job, managing the GSA Household Goods and Freight Management Programs. “GSA’s Central Office develops transportation programs and assigns transportation management functions and activities to GSA Zone offices located throughout the country,” she explains. “GSA is responsible for working with federal civilian agencies to define agency transportation service requirements and provide household goods and freight services to meet their transportation needs. GSA develops approval procedures for Transportation Service Providers (TSPs) that want to participate in GSA transportation programs and develops procedures and rules for filing rates for transportation and related services.”

Delmonico came to her current position — her first job in transportation — just 5 years ago. But her background equipped her to assume the daunting responsibilities she now shoulders. After earning a B.S. in administration of justice and a master’s degree in public administration, she entered the Federal Government through the Department of Defense’s Contracting Intern Program. “During my 17 years with the Department of Defense,” she recalls, “I served as a contracting officer with a variety of Army, Marine Corps, and Navy commands. In 1998, I was promoted to one of the Acquisition Centers in the Federal Supply Service of GSA, and from there I moved to my current position.”

In recent years, GSA has managed an average of some 1,500 international household goods relocations annually. A significant number of the international moves include POV shipments and household goods storage. GSA negotiates specific tenders with TSPs on behalf of the State Department for the shipment of unaccompanied baggage (UAB).

Delmonico expects that the number of shipments will most likely increase because 17 new countries/points were added to the program effective Nov. 1, 2005. In addition, GSA’s new Transportation Management Services

Solution (TMSS) provides online access to approved CHAMP TSPs and the rates filed for specific routes. “Federal agencies can now use TMSS to select the TSP of their choice and book a shipment online,” says Delmonico.

In addition to household goods, the GSA Freight Management Program (FMP), encompasses shipments of Freight All Kinds (FAK). TSPs must be pre-approved and submit rates in accordance with the terms and conditions of the GSA Standard Tender of Service (STOS) to participate in the FMP. The approval process is handled by GSA’s Kansas City Zone Office. **[Editor’s note: To learn more about TMSS and GSA’s transportation programs log on to GSA’s TMSS Website at www.moveit.gsa.gov and click on the Transportation Management link on the right side of the screen.]**

GSA currently has 54 international transportation service providers approved in CHAMP. For the ITGBL process, TSPs file rate offers for household goods, privately owned vehicles, unaccompanied baggage, and accessorial services in November of each year with a supplemental window in May. Federal agencies query the applicable origin and destination using TMSS, which results in a cost comparison of every approved TSP with rates on file for that route. The federal agency then selects the TSP that meets the agencies’ program requirements.

“In addition,” Delmonico explains, “GSA provides a schedule for federal civilian agencies that prefer to use a contract to manage the entire relocation process. GSA’s Employee Relocation Services are available under Schedule 48, Transportation, Delivery and Relocation Solutions (TDRS), for employees and their families being transferred to new duty stations anywhere within the continental United States and Puerto Rico. Some services are also available overseas. The schedules program is managed by the GSA, Federal Supply Service Contracting Office.”

GSA and the Department of Defense continue to cooperate in transportation management matters of mutual interest. Says Delmonico, “I like to think that the DOD is rolling out a ‘best value’ concept in the Families First Program, which is based 70 percent on service levels and 30 percent on price after hearing of GSA’s highly successful Centralized Household Goods Traffic Management Program (CHAMP). GSA has utilized the best value model with CHAMP for over two decades. CHAMP is run through GSA’s Transportation Management Services Solution (TMSS) system. The GSA Audits Division is responsible for auditing DOD and all other US Government transportation bills.”

The basis of the CHAMP program is the Household Goods Tender of Service (HTOS), which states, “This HTOS is for the transportation, accessorial services, and storage-in-transit of the personal effects and property of employees of civilian, non-Department of Defense, Departments and agencies of the United States Government when relocating pursuant to permanent change of station orders between or within the continental United States and trust territories, or possessions of the U.S., or between or within the continental United States and foreign countries.” DOD services may use CHAMP if they choose; however, as a result of the 1954 amendment to the Federal Property and Administrative Services Act of 1949, DOD shipping coordinators rarely consider GSA’s CHAMP, according to Delmonico.

How can a US-based company do business with GSA? Delmonico says CHAMP is always looking for new quality carriers. The agency has an open approval window each year and welcome new applicants. Participation in CHAMP is open to any carrier or freight forwarder holding authority (certificates, licenses, or permits, as appropriate) from the US Department of Transportation (the successor to the Interstate Commerce Commission), Federal Maritime Commission, and/or State regulatory authority. “CHAMP has an annual approval process, which opens approximately July 1 of each year,” says Delmonico. “Any interested party must submit a request to the program management office in Kansas City. During the approval process, an approved scope of operations will be assigned and any newly approved participant will have the opportunity to submit rate offers during the next open filing window.”

As for foreign-based companies who wish to do business with GSA in either the DPM or ITGBL programs, Delmonico stresses that GSA partners with the State Department, not the individual embassies. TSPs that participate in CHAMP for international moves have agreements with foreign-based companies.

Technology is an essential component of GSA moves. Delmonico reports that GSA is developing a comprehensive Web-based transportation management system, TMSS, which will provide an end-to-end solution to manage the entire transportation management process online from the time a shipment is booked through financial settlement. She adds that TMSS will provide flexibility that will allow federal civilian agencies to choose their financial service provider. “TMSS will provide interfaces to agency finance offices or to their financial service provider,” Delmonico says.



Tauna Delmonico is GSA’s Director, Travel & Transportation Management Division

“Due to budget cuts and the lack of transportation management expertise agencies will continue to do more with less,” Delmonico explains. “Use of the Internet and new technologies will be instrumental in providing a solution for future transportation managers. GSA plans to continue the development of TMSS to provide a total end-to-end online solution for federal civilian agencies and transportation service providers doing business with GSA. We are optimistic that TMSS will attract additional customers, increasing the number of GSA CHAMP moves.” ■

The Federal Property and Administrative Services Act of 1949 appointed the Administrator of GSA as the Federal Government's Traffic Manager. In 1954, Title II of the act was amended with the justification that it is in the best interest of national security for the Department of Defense to be exempt from the actions taken or which may be taken by the Administrator of the General Services Administration under section 201 (a) (1), (3), and (4) of said act in (a) the prescription of policies and methods of procurement and supply of transportation and traffic management, (b) the performance of functions related to procurement and supply of transportation and traffic management, and (c) the representation in negotiations with carriers and in proceedings involving carriers and in proceedings involving carriers before Federal and State regulatory bodies in transportation and traffic management.

It's a Fact ...

Approximately 17% of the total US population moves each year, which is more than any other country. Australia ranks second in annual citizen moves with 10.4%, according to the US Census Bureau.



Approximately 40% of all moves are corporate relocations, 42% are personal moves, and 18% are military or government relocations.

SOURCE: American Moving and Storage Association

Military Surface Deployment and Distribution Command (SDDC)

By Joyce Dexter, *PORTAL* Editor

SDDC at a Glance

FY2004

HHG shipments	487,330
Domestic HHG shipments	117,267
International HHG shipments	118,897
Direct Procurement Method shipments	60,323
Other(mobile homes andboats) shipments	141

Contract Year 2004

POVs shipped	714,51
POVs stored	5,193

Patricia Young, who grew up an “Air Force brat,” remembers very well what it was like to pack up her stuffed animals and watch the box being driven away by a truck, hoping to find her treasured possessions waiting for her down the line at the family’s new home.

Those memories clearly inform her efforts to ensure that today’s military members enjoy relocation as seamless and worry-free as possible. Young and her colleagues at SDDC have expended countless man-hours to get state-of-the-art technology up and running. They’ve been tweaking systems and processes, and addressing challenges along the way, with the ultimate goal of ensuring that military families who already have enough on their minds can arrive at their destinations confident that their goods — from sofas to teddy bears — will be waiting for them.

Young, a career logistician, began her 19-year Civil Service career at the Air Force Materiel Command at Wright-Patterson Air Force Base in Dayton, Ohio. After 8 years, she was posted to the US Transportation Command at Scott Air Force Base in Illinois for a dozen years. There she worked in logistics and strategic planning before receiving her current assignment, as Deputy to the Commander at the Military Surface Deployment and Distribution Command (SDDC), in February of this year. Interestingly, if the current round of proposed base closings comes to fruition, the SDDC would be relocated to Scott. But that is a contingency with a lot of “ifs,” and no one will know until about December of this year whether it will happen. **[Editor’s note:** For more information on the BRAC Commission’s recommendations, see the Washington Update section in this issue of **The Portal.**]

For now, though, Young and her colleagues have their work cut out for them. Between October 2003 and September 2004, SDDC managed some 487,000 household goods moves. Of that, 321,000 were placed into temporary storage before being delivered to the service members. About 66% of SDDC’s household goods require some type of temporary storage.

During the November 2003–October 2004 contract year, SDDC Headquarters in Alexandria, Virginia, managed transportation of 71,451 personally owned vehicles (POVs) through global POV contractors.

“One of the things we’ve been working on for the past two or three years is a huge paradigm shift, bringing the program into the twenty-first century,” says Young. “It is a shift for transportation providers as well as us. We’re looking at full replacement value for service members. Now, when there is a lot of damage, the service members only get a fraction of what the items are worth.”

Moreover, SDDC is developing means by which service members have a direct say in the carriers who will be used in the future by providing input regarding the quality of the service received. “We will have metrics that look at the service providers,” Young explains. “Young soldiers today are used to the Internet — they’re comfortable with it. So we are moving to provide them more services over the Internet, including interactive counseling sessions. They can respond to surveys and other tasks when it is convenient for them, because it will be available 24/7. They can file for claims that way, and it allows them to work with the transportation provider online as well.”

The automated information system Young envisions is still in the development and testing phase, but the plan is to have it up and running next fiscal year. “For those of us at SDDC, this is a culmination of all their hard work and effort to improve the quality of life for service members,” Young explains. “Currently the process is not as smooth as we would like, and this adds to the frustrations they sometimes experience. So this new system is finally coming to fruition, and will bring an overdue benefit to them.”

The Transportation Service Provider system will also reflect the new focus on automated systems, and will feature an online application and feedback via the Defense Personal Property System (DPS). “Carriers will do rate filings online as well as submission of bids for individual shipments and moves,” Young says.

DPS — the subject of recent workshops around the country — will become the ubiquitous means for filing and settling claims online. Service members will work directly with the carrier online. “That means no more middleman,” says Young.

“The customer can also submit online queries regarding shipment status and so on. The key here is that the members get to participate in customer satisfaction surveys, and thus get a say in who gets to do business with us. The carrier knows it will be rated by the customer directly.” Young estimates that to date

only about 13% of members respond to satisfaction surveys, a number she hopes to improve substantially. “It would also be a real cultural change for service members. Our challenge is to engrain this into their mindset. But when they understand that they can weigh in and their feedback counts, many will realize this is something they have been waiting for.”

But to do a customer survey the member must get online. To further that effort, she says, “We need to be able to send an e-mail reminder.” This is more complicated than it might seem, as service members’ e-mail addresses typically change when they are transferred to new postings. The services are looking at what Young calls “e-mail for life,” wherein the address would remain the same regardless of how often the member moves. Finding a reliable way to stay in touch with customers would also help SDDC with trend analyses.

For the foreseeable future, the number of relocations SDDC manages is expected to remain fairly stable. Spikes could occur, however, if political or international developments warrant shifts in deployments, as with the proposed BRAC realignments or, say, a drawdown of troop strength in Europe.

The good news is that the troops affected by those factors should enjoy a smoother, less traumatic process because of the work now being done by Young and her team at SDDC. Throughout her career, Young herself has moved several times and reports that overall her experience has been positive. Yet, no matter how well it is handled, any move is demanding for the family being relocated. “It takes a lot out of you to pack up your things and put all of your memories into a van and watch it drive away,” she says. “It is an overwhelming process.”

Her own experiences have given her empathy for service members going through that process today — particularly those who have far greater concerns now, in the post-9/11 era. Problems with moves are a distraction they don’t need, says Young.

Cullen Hutchinson, Deputy to the Deputy Chief of Staff for Passenger and Personal Property, adds, “To us, the most important part of this process is what is ultimately going to happen for the service members. There are several benefits to the new system, but what is most important is that the stress level will be mitigated when they move. They don’t necessarily have to worry about what is going on with their household goods moves when they are on the job. Our service men and women will be able to focus on what needs to be done, without this distraction.”

“I really look forward to these advances, which I think are overdue,” says Young. “Obviously, making these improvements work is something we couldn’t do without the partnership we enjoy with industry. This is about change management not for the services alone, but for industry as well. We’re excited about it but realize it takes a commitment on everyone’s part to make it happen. The people at SDDC have put their hearts and souls in this effort to deliver a quality product to our service members.” ■



Patricia Young, Deputy to the Commander at the SDDC.

USTRANSCOM'S Transportation Component Commands

USTRANSCOM's three component commands — the Air Force's Air Mobility Command, Scott AFB, Ill.; the Navy's Military Sealift Command, Washington, D.C.; and the Army's Military Surface Deployment and Distribution Command, Alexandria, Va. — provide intermodal transportation across the spectrum of military operations.

Air Mobility Command (AMC)

AMC provides strategic and tactical airlift, air refueling, and aeromedical evacuation services for deploying, sustaining and redeploying U.S. forces wherever they are needed. Many special duty and operational support aircraft are also assigned to AMC (including Air Force One). In addition, AMC contracts with commercial air carriers through CRAF and other programs for movement of DOD passengers and cargo. AMC's air fleet provides swift response as an element of America's global reach.

Military Sealift Command (MSC)

MSC provides sealift transportation services to deploy, sustain and redeploy US forces around the globe. MSC provides sealift with a fleet of government-owned and chartered US-flagged ships. MSC executes VISA contracts for chartered vessels. Sealift ships principally move unit equipment from the United States to theaters of operation all over the world. In addition to sealift ships, MSC operates a fleet of prepositioned ships strategically placed around the world and loaded with equipment and supplies to sustain Army, Navy, Marine Corps, Air Force and Defense Logistics Agency operations. These ships remain at sea, ready to deploy on short notice, which significantly reduces the response time for the delivery of urgently needed equipment and supplies to a theater of operation.

Surface Deployment and Distribution Command (SDDC)

SDDC provides ocean terminal, commercial ocean liner service, and traffic management services to deploy, sustain and redeploy US forces on a global basis. The command is responsible for surface transportation and is the interface between DoD shippers and the commercial transportation carrier industry. This includes movement of DoD member household goods and privately owned vehicles. SDDC is the nation's largest customer to the moving industry, with more than 500,000 household goods moves a year. The command also provides transportation for troops and materiel to ports of departure in the United States and overseas and manages 24 ports worldwide, including military terminals at Sunny Point, N.C., and Concord, Calif.

The core of SDDC's deployment, sustainment and redeployment mission is clearly seen in its operations. During an average week, USTRANSCOM and its component commands operate in 75% of the world's countries, conduct more than 1,900 air missions — including medical air-evacuation and transportation for the President and other VIPs — have 25 ships underway, and track 10,000 ground shipments.

As Distribution Process Owner SDDC is now DoD's supply chain manager. It is responsible for the entire distribution process, not just its old "fort-to-port" portion. It is expanding supply chain visibility and is crafting a true sense-and-respond logistics reach all the way back to suppliers and forward to the point of the spear in combat.

For the first time in history, with the cooperation and collaboration of all players — DoD, the services, the DLA, the Joint Chiefs of Staff and its commercial partners — SDDC's warfighters have a truly synchronized, totally visible, and simplified distribution pipeline. ■

HHGFAA's 43rd Annual Meeting Is Right Around the Corner

Preparations are well underway for the HHGFAA 43rd Annual Meeting to be held in Washington, D.C., October 22–25, 2005. (Note that the meeting starts on a Saturday and ends on a Tuesday.) The selected theme for this year's Annual Meeting is “**Success Through Partnership: A Capital Idea.**”

NOTE: This year there will be no formal mailing of attendee registration forms and exhibitor/ sponsorship material to HHGFAA members. To enable you to access and use this information as soon as it becomes available, all Annual Meeting materials will be made available over our enhanced Annual Meeting Website at <http://www.hhgfaameetings.com> established especially to facilitate registration and provide periodic updates in the weeks leading up to the meeting. We anticipate that the Website and online registration capability will go live on or about the first week of July.

Prior to the go-live date a special postcard will be sent to all HHGFAA members with the URL for the special Web site and we will send periodic notices and reminders via special blast e-mails, as well as announcements in our **ePortal** and **eGov/Mil** electronic newsletters.

SPONSORSHIPS: Members interested in exploring and signing up for the numerous sponsorship **opportunities** should contact Barbara Bienkowski at (202) 624-1740 or e-mail her at barbarab@meetingmgmt.com.

HOTEL RESERVATIONS: The Marriott Wardman Park Hotel will be this year's Annual Meeting Headquarters. Hotel reservations can be made now by calling (202) 328-2900 and mentioning our Group Code HFGA. Room rates are Single \$225.00; Double \$235.00 and Triple \$250.00.

We anticipate well over 1,800 attendees and special guests for this year's Annual Meeting, so mark your calendars and begin making preparations now. You won't want to miss the Industry's largest and most informative trade show and meeting!

Coming Up in the Next Issue of The Portal ...



The July/August 2005 issue of THE PORTAL will focus on “Multinationals”

The site of the 2005 HHGFAA Annual Meeting, Washington, DC, is home to many of the world's foremost international organizations. This seems a fitting time to devote an issue of **The Portal** to explore the ways HHGFAA members work with multinational entities, and what those clients expect in the way of services and performance.

In preparation for our upcoming Annual Meeting and as a follow-up to this issue, which is focused on the US Government, the July/August issue of **The Portal** will focus on the numerous multinational organizations and entities that are headquartered in Washington, DC.

Profiles of personnel involved in shipping and relocations, as well as statistical information, will be provided on such entities as The World Bank, the International Monetary Fund, Organization of American States, the Pan American Health Organization, and others. We will also take a look at some of the key diplomatic offices and embassies that have a presence here in the Nation's Capital. Among the topics covered will be the following:

- Interesting and useable data on several multinational organizations that generate considerable relocation business
- What future plans and changes are being considered by those organizations in the procurement of moving and relocation services

HHGFAA members are invited to submit articles that relate to their work with multinational organizations and embassies as customers; or, you may want to describe an interesting assignment or move/relocation your company has accomplished recently for such a client. Photos relating to the article you send are also welcome. They may be prints or in digital format (preferably high-resolution .jpg on a CD-ROM — **not e-mailed**). **Send your submission by July 20, 2005**, to

Bel Carrington
Household Goods Forwarders Association of America, Inc.
5904 Richmond Highway, Suite 404
Alexandria, VA 22303
(Or e-mail your text submission to bel.carrington@hhgfaa.org)

NOTE: All articles are subject to editing for clarity, length, and syntax.

THE PORTAL

The Most Widely Read Journal of the
Household Goods Industry

Government Use of Relocation Management Companies (RMCs)

Private-sector employers with high relocation volumes are most likely to use multiple RMCs. However, among Government organizations, the number of RMCs used is not necessarily reflective of high transfer activity. For example, for respondents that reported using four RMCs, 2003 transfer activity ranged from 83 to 790 authorized moves. For respondents that use three RMCs, 2003 authorizations ranged from 34 to 1,744 relocations.

Among respondents to a recent study by Runzheimer International, 21 departments/agencies/bureaus reported using two or more RMCs.

2 RMCs:

USDA: Risk Management
 USDA: Farm Service Agency
 Interior: US Geological Survey
 DHS: Headquarters
 DHS: Immigration & Customs Enforcement
 DHS: US Customs & Immigration Service
 DOJ: Alcohol Tobacco Firearms & Explosives
 DOJ: Federal Bureau of Investigation
 USDA: Agricultural Marketing Service
 DoD: US Air Force

3 RMCs:

Interior: Fish & Wildlife Service
 Interior: Bureau of Land Management
 General Services Administration
 DOJ: Drug Enforcement Agency
 USDA: Rural Development
 USDA: Nat. Resource Conservation Service
 USDA: Forest Service
 USDA: Ag Research Service
 USDA: Animal & Plant Health Inspection Service

4 RMCs:

Dept. of Health & Human Services
 Dept. of Housing & Urban Development

SOURCE: Runzheimer International

Federal Organizations with Highest Volumes of Estimated Relocations (2005 and 2006)

Agency/Bureau Name	2005	2006	% Change
Department of State	6,150	6,744	9.7%
Federal Bureau of Investigation	2,390	2,517	5.3%
Air Force	1,600	1,700	6.3%
Dept. of Defense Education Activity	1,420	1,420	0.0%
Bureau of Prisons	1,105	1,105	0.0%
Customs and Border Protection	1,000	1,000	0.0%
VA Financial Services Center, Austin	1,000	N/A	N/A
Drug Enforcement Agency	708	704	-0.6%
Dept. of Health & Human Services	678	671	-1.0%
Food Safety & Inspection Service	465	480	3.2%
US Secret Service	448	448	0.0%
Army Corps of Engineers Civil Works	416	347	-16.6%
Alcohol, Tobacco, Firearms & Explosives	368	561	52.4%
Bureau of Land Management	362	370	2.2%
Internal Revenue Service	273	281	2.9%

SOURCE: Runzheimer International

The Dirt on Quality Relocations

By Irene White, Interstate

Interstate International, Inc. (INIC) is a widely recognized pioneer and leader within GSA's CHAMP Program and is known for our Top Hat Service. We bring innovative thinking that results in providing unparalleled service to relocating federal employees and their associated transportation offices.

We currently manage several thousand household goods and freight relocations annually for dozens of federal agencies. Move requirements among our agency customers are diverse in scope and size, ranging from just a few to close to a thousand moves annually.

It stands to reason that during the course of each year, we occasionally find ourselves coordinating some very unique and sometimes challenging relocations for our clients.

One of the most interesting shipment types that we work with are soil samples. That's right—we ship dirt! One of our major clients, the US Department of Agriculture, Natural Resource Conservation Service, ships soil samples to the National Soil Survey Laboratory in Lincoln, Neb., from worldwide locations. Why? Well, here is the scoop.

The Laboratory analyzes soils for their physical, chemical, and mineral properties. The soils are classified into a category system based on the properties determined in the laboratory and in the field. Once the soil is classified, the Laboratory draws boundaries on land maps based on the soil type. There is a Soil Survey Map for every county in the United States. Landowners can secure the map from their local Farm Service Agency, which may assist them to determine how to use their land. There are International equivalents to the National Soil Survey Laboratory that seek assistance and collaboration to provide mapping of soil for their country.

How does the relocation process work? First, there is no survey of goods as with a household goods shipment. Soil samples are placed in canvas or heavy polyurethane bags—no crates or containers—and clods (dirt) are placed in corrugated plastic or aluminum trunks. Gloves, augers, trowels, shovels and other implements utilized to retrieve the samples are also bagged and placed in trunks for shipment. An import license must accompany the overseas shipments and a Freight Transportation Service Provider (TSP) is selected based upon Interstate's stringent requirements to avoid contamination. Domestic shipments using the same requirements are handled by Interstate and also assigned to a TSP. A typical shipment managed by INIC includes four bags and two trunks weighing up to a total of 600 pounds.

What happens to the soil after analysis? Each analyzed soil sample is registered, stored in a warehouse, and readily available for future study alleviating the necessity to do a resampling of soil at the same geographic location.

As a result of our success in moving individual samples we were asked to handle a recent relocation involving the national Laboratory's entire 6000 square foot warehouse filled with 412 tons of soil. The National Soil Survey Laboratory needed a larger warehouse and chose a location offering 14,000 square feet. The relocation process can be difficult and patience and experience are extremely helpful in resolving the rigors involved in this process. Soil samples categorized by year and region were removed, packed, and loaded in a trailer. This was carefully coordinated with the appropriate shelving that was disassembled and re-assembled in the new warehouse. The entire process was successfully managed and completed within 2 weeks.

Whether it is a clod of dirt or a favorite chair, Interstate spares no expense to develop the very best method to address the needs of our customers. We are proud of our innovation to offer unique features for all our customers.

With our Top Hat and TIE (for Trust, Integrity, and Excellence), Interstate is ready to provide clients with excellent service—even for 412 tons of soil!

DHS Secretary Calls for 'Worldwide Security Envelope'

By Chris Strohm

Homeland Security Secretary Michael Chertoff has called for the creation of a “worldwide security envelope” in order to screen people and cargo traveling across international boundaries.

The security envelope would help governments and law enforcement agencies distinguish between people and cargo that have been vetted versus people and cargo that need to be more closely inspected, Chertoff said during a speech at the Center for Strategic and International Studies in Washington.

The secretary said he plans to discuss the idea with his European counterparts during his upcoming travels, and that he hopes to move partnerships between the United States and European allies “to the next level.”

“How do we move beyond simply partnering on an individual, episodic basis to building a true partnership that will operate in a mission-oriented focus where we will work together with our allies overseas to accomplish a mission that will secure the entire world?” he asked.

People and cargo traveling “within the security envelope” would be able to move more freely and rapidly across the globe because governments and law enforcement would have confidence that they posed no threat, Chertoff said. Those “outside the envelope,” however, would be subject to “in-depth vetting that is necessary to make sure bad people can’t come in to do bad things,” he added.

For example, the government would know critical details about cargo being shipped inside the security envelope, such as what it is, who made it, where it came from and whether it had been tampered with while en route. Verified freight would be able to move more rapidly. This would help the US Government better know which of the thousands of containers coming into US ports each day need to be inspected, Chertoff said.

The Homeland Security Department, however, has had difficulty getting European allies to share information in the past, particularly with regard to airline passengers. For example, homeland security officials spent months in negotiations before the European Union finally agreed last year to provide the US Government with passenger name records of airline travelers coming to or from the United States.

Chertoff said the United States and its allies need to build a global network in order to compete with a global terrorist network. He said he hopes the countries can move forward in the areas of screening people and cargo, technology compatibility and law enforcement cooperation.

“As we talk about a strategy to deal with global terror, we have to start to think about what is a strategy for dealing with a network. And clearly, one way to look at it is we have to create our own network to compete with that network and to combat that network,” he said.

“What that tells us right away is that if we’re going to challenge the kind of interdependence that a terrorist network thrives upon, we have to be able to confront the network everywhere it operates,” Chertoff said. “And that means we have to be able to function internationally and do it in partnership with the overseas allies.”

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Discussing Niche Industry Security Vulnerability

During a recent meeting of the International Cargo Security Council, Boris Populoh, HHGFAA’s Director of Programs and Education, had the opportunity to meet bestselling author Stephen Flynn. Flynn’s book, *America the Vulnerable*, examines many of the critical security issues facing the United States today, as well as the impact of security programs and legislation on the global transportation infrastructure. During his meeting with Flynn, Populoh was able to address some of his security concerns specific to the household goods industry and programs such as the Customs Trade Partnership Against Terrorism (C-TPAT). Flynn encouraged Populoh and HHGFAA to continue to pursue industry specific remedies to unique household goods transportation security concerns, as well as to continue to offer our help and support to Customs and Border Protection and the Department of Homeland Security.



Stephen Flynn (left), best-selling author of *America the Vulnerable* with HHGFAA’s Director of Programs and Education, Boris Populoh, at the recent annual meeting of the International Cargo Security Council in Orlando, Fla.

Are You Feeling It? (Safer, That Is)

By Boris A. Populoh, Director of Programs and Education

There is no question that the US Government, in conjunction with private transportation sector participation, has put forth enormous effort and equally large financial resources in an attempt to better secure the transportation infrastructure in the United States, as well as the rest of the world. The securing of such a system is an undertaking of Herculean proportions, to put it mildly, given the complexity and vastness of the project. Strides have been made and once-gaping security holes have been shrunk and in some cases eliminated. However, ask yourself if we are truly safer as a result of our gargantuan security efforts ... or do we simply feel that way? Arguments can certainly be made supporting either view. Programs have been developed and legislation has been passed, sometimes frantically, to tighten security and operational procedures within various transportation modes and the global supply chain. These efforts seem to be paying off, since we have not been the target of a domestic terrorist attack in almost 4 years, right? Well, maybe — but it is just as likely that attacks on the scale of 9/11 simply have not been attempted during that time.

The last 4 years have also seen the birth of a new mega-bureaucracy in the creation of the Department of Homeland Security. The reshuffling and reassigning of various agencies have given rise to a cornucopia of acronyms that have made their way into our daily business vocabulary. TSA, CBP, CSI, C-TPAT, DHS, FAST, and TWIC are just a few you hear being thrown around Washington in connection with practically any topic, whether or not it is relevant to homeland security.

The Federal Government has also elevated certain public-private partnership programs to a seemingly “cure all” status. The highly publicized Customs-Trade Partnership Against Terrorism (C-TPAT) boasts some 9,000 applicants, yet Customs and Border Protection (CBP) has audited somewhere around only 6% of C-TPAT approved companies. Although substantial additional resources are currently being committed, CBP has only 70 inspectors at present.

This inability to adequately audit applicants and participants has in essence created a de facto “trust but don’t verify” regime, in which security claims can not be differentiated from security reality.

Although CBP is quick to point out that C-TPAT is not a regulatory program, many companies feel pressured to participate because of the program’s high visibility and the presumed security benefits, which in reality may not exist, as was illustrated in April when a C-TPAT container was found to contain illegal migrant workers.

To address some current C-TPAT shortfalls, CBP plans to divide C-TPAT members into three “tiers,” with each tier having specific C-TPAT benefits. Under the system C-TPAT members would be designated as follows:

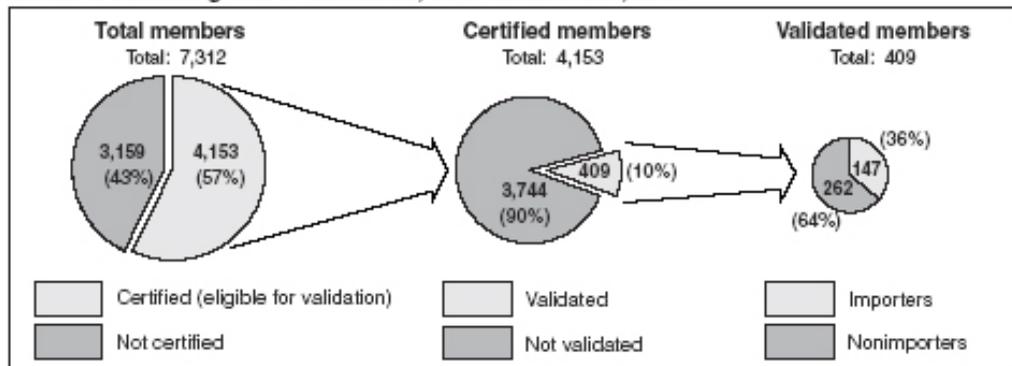
- 1) Certified
- 2) Certified/Validated
- 3) Certified/Validated/Best Practices

Under this system, each progressive tier will correlate to fewer physical cargo inspections, with “tier 3” importers getting no “security” exams, only “random trade enforcement” exams. Keep in mind that only about 2–3% of shipments are now examined by CBP, with the majority of those exams being “trade-related.”

A report by the Government Accountability Office, made publicly available in late May, pointed out that

We cannot afford to fool ourselves into believing that something will work and provide increased security, if in reality it does not.

Status of Validating C-TPAT Members, as of November 2, 2004



Source: GAO analysis of CBP data.

“CBP’s validation process is not rigorous enough to achieve its stated purpose, which is to ensure that the security procedures outlined in members’ security profiles are reliable, accurate, and effective.” It added that the agency had not determined to what extent it needs to conduct validation of member companies to ensure that the operation of the C-TPAT program is consistent with the overall risk management approach.

By relying so heavily on a single-point security regime, the entire security system is at risk of failure. That is especially true when the system itself is flawed and allows the C-TPAT certification of companies that by the very nature of their business cannot and should not be able to qualify for membership in C-TPAT. Although a vast majority of importers can to a large degree qualify and secure segments of their supply chain, niche industries that provide global transportation services on an irregular basis or to single-event or non-repeat customers cannot realistically secure their supply chain or vouch for the chain of custody of the goods they are transporting. Yet, some of these companies have been accepted into the C-TPAT program.

Although highlighting this apparent liability in C-TPAT membership requirements may be unpopular and draw criticism, necessity dictates that these shortfalls be addressed by both industry and government to strengthen the collective totality of security procedures that are being developed.

We cannot afford to fool ourselves into believing that something will work and provide increased security, if in reality it does not. Additionally, we don’t want to provide expedited customs clearance for shipments that could potentially contain WMDs, just because those shipments are moving under the banner of a government-approved security program. Only through multi-layered and transparent security regimes can potential threats be pushed out of the global supply chain, necessitating alternative and more cumbersome modes of transport of potential weapons of mass destruction or disruption by those wishing to harm not only the United States, but the entire global economy. ■

US-VISIT Program Needs Better Technology

The US-VISIT program, set up to screen visitors to the United States, is being limited by technology shortfalls, *The Washington Post* reported recently.

Although the government has spent or budgeted nearly \$1 billion on the program, the system is being built on top of old databases, *The Post* said.

The program requires foreign visitors to the United States to be fingerprinted electronically, but the government expects fewer than 3% of visitors to be enrolled in the program, the paper said.

The program is part of the Custom and Border Protection agency’s quest for a “virtual border,” *The Post* said.

IT’S A FACT ...

New-hire moves (ranging from 1 to 2,267 among respondents) represent 27% of the authorized moves; current employee authorizations (ranging from 1 to 3,027 among respondents) comprise 73% of the total authorized moves. Corporate America reports a comparable mix of new hires and current employee transferees. According to Worldwide ERC’s 2003 Transfer Volume Survey, 31% of employees relocated in 2002 were new hires; 69% were current-employee transferees.



The average distance of an interstate move is 1,200 miles.



Moving is the third most stressful event in life following death and divorce.

EU Extends Consortia Exemption

European Union competition regulators have extended antitrust exemption for container shipping lines in consortia for 5 more years. The so-called block exemption, first introduced in 1995, automatically covers consortia with a share of less than 30% on any market in which they operate. The limit rises to 35% if the consortium operates outside a liner conference.

Consortia exceeding these market-share limits would not necessarily be unlawful, but would have to be examined for compliance with EU competition rules on an individual basis, the commission said. The new exemption allows a carrier to withdraw from a consortium without financial penalty after 24 months instead of the previous 18. It also says individual confidential contracts may be considered in demonstrating effective competition, one of the basic conditions for granting the antitrust exemption.

The EU is continuing its investigation into liner carriers' exemption from competition law, an investigation that is widely expected to result in the end of price-fixing liner conferences.

SOURCE: The Journal of Commerce

Cargo Security's Insurance Dividend

Andrew Kemp, underwriting director of insurer TT Club, says tighter cargo security may be paying off in operational efficiency and reduced insurance costs.

"Before 9/11, the price of security, in terms of both financial cost and perhaps a loss of operational efficiency, was justified by the decrease in the potential for theft," Kemp said in a recent speech.

Now, he said, improved security has produced other benefits. He cited reduced delays, increased safety, faster processing, better asset control, decreased payroll resulting from automation, fewer losses due to theft, and possibly decreased insurance costs. He said the TT Club has seen a reduction in reported theft claims since the International Ship and Port Facility Security Code was introduced last July.

Kemp said it's too early to make a statistical connection, but that it seems logical that improved security and reduced theft would be related. He also noted that a terminal operator or shipowner that fails to comply with the ISPS Code could find its marine insurance voided.

SOURCE: The Journal of Commerce

Moving America's Military Might — Metaphorically Speaking

By Army Lt. Col. Scott D. Ross, U.S. Transportation Command Public Affairs

Americans pack up their personal belongings and move to a new home 10 to 12 times in a lifetime. Anyone who has recently relocated knows that whether it's done personally or professionally, each move presents unique challenges.

Relocating means sifting through myriad logistical issues to make sure the process goes smoothly. Typically, a move must be coordinated with other major factors such as school or work. Shipment of certain items — such as plants, food, and pets — requires special planning and consideration, and the whole process must be finely orchestrated. The new home must be ready to move into. The personal belongings must show up at the right place, at the right time; and travel plans for individuals must match those of the personal belongings. The entire effort must be planned in detail, resourced, and synchronized.

Moving America's armed forces has many similarities — only on a much grander scale.

The U.S. Transportation Command is responsible for getting American forces where they need to be, when they need to be there, delivering supplies while they are there, and then bringing them home. Just over 1,000 Defense Department civilians, soldiers, sailors, airmen, Marines, and Coast Guard personnel from the active and Reserve components manage the Defense Transportation System from Scott Air Force Base, Ill. They plan for the future, validate war fighter requirements, balance resources to meet defense priorities, and synchronize the entire process. The actual execution of the air, land, and sea movements is done by the Air Force's Air Mobility Command, the Army's Surface Deployment and Distribution Command, and the Navy's Military Sealift Command. The combined workforce is more than 156,000 strong and plays a major role in every facet of military transportation and distribution to support forces on a global stage.

The USTRANSCOM team is busily planning and managing transportation and distribution support for the global war on terror, as it has done nonstop since our nation was attacked in 2001. To date, the command has moved more than 2.2 million troops and 119 million square feet of cargo.

People-wise, this is like moving all those who live in St. Louis and Jefferson Counties in Mo., along with everyone who lives south of I-70 in Illinois halfway around the world.

Cargo-wise, this is like filling St. Louis Mills, the Edward Jones Dome, and America's Center with military equipment and supplies, then shipping it halfway around the world and back again 35 times.

USTRANSCOM moves all things for the Department of Defense, not only the troops, equipment, and supplies to support a nation at war.

When service members undergo a Permanent Change of Station (or PCS, military jargon for a move), their personal belongings are moved within the same Defense Transportation System that is used to project America's military might. The USTRANSCOM team completes about 500,000 moves for service members and their families every year.

Each move — in peace or war, to support national military strategy or to relocate service members and their families — presents its own unique challenges.

IT'S A FACT ...

Nearly three-quarters of transfers (excluding military) were completed by employees from 10 employment grades. General Service grade employees who moved most frequently were GS-12s, GS-13s and GS-14s. Educators with the Department of Defense Educational Activity (DODEA) ranked among the "Top Ten" employment grades moved. The remainder of the most frequently moved grades are Foreign Service grade designations typical to the Department of State (FP03, 04 and 05, FE2, and FO1). Contrary to concern raised by the Senate Finance Committee that the Government may be relocating many lower level employees, data indicates that most transferees are at the mid-to-upper management level (comparable to "typical" transferees in the private sector).

Interstate Receives 4th SDDC Quality Award

Interstate Van Lines recently was presented the 2004 Department of Defense Surface Deployment and Distribution Command (SDDC) Quality Award. Interstate has the distinction of being the only van line ever to win this prestigious honor, and is the only organization to win the award four times. Brig. Gen. Charles W. Fletcher, Jr., SDDC Commander, presented the award on April 27 to Interstate Military Affairs Director Richard (Connie) Constable, who represented the Springfield, Va.-based company. Company President & CEO Arthur E. (Buddy) Morrisette Jr. and others from Interstate also were on hand.

Interstate was nominated for the 2004 Quality Award by the Joint Personal Property Shipping Office (JPPSO)—Ft. Belvoir, one of the largest transportation offices in the DoD program. The SDDC Quality Award honors the commercial transportation industry for commitment to excellence in servicing the DoD. Defense transportation offices submit nominations for companies that provide the highest quality of transportation services and demonstrate sustained exceptional performance.

The nomination submitted contained several accolades to the operational processes of Interstate, including “sustained exceptional performance,” “They are always responsive to our members’ needs,” and “Not only do they continue to strive to improve their service, they have always been our ‘go-to’ company.”

Interstate’s technological expertise also was noted: the shipment advisory system, T-Trac, an innovative technology that was designed by Interstate to meet the needs of service members and transportation management offices, helped to secure the nomination. T-Trac has been serving the military since 2003 and it was this technology that helped enable the industry to provide real-time shipment visibility to its customers. T-Trac offers peace of mind to service members as they relocate around the world to serve our country, as well as to the transportation offices at the origin and destination installations.

Morrisette said, “We are honored to be recognized by the SDDC for our service to the Department of Defense. We remain committed to maintaining a close partnership with our military clients.”

SDDC Commander Promoted to Major General

Diana Dawa, Command Affairs, SDDC

The commander of the Military Surface Deployment and Distribution Command (SDDC) pinned on a second star at a promotion ceremony held in Alexandria, Va., on April 15.

Brig. Gen. Charles W. Fletcher Jr. was promoted to the rank of major general by Gen. John Handy, commander, U.S. Transportation Command. Fletcher has been the commander of SDDC since August 2004.

Nearly 300 people gathered in Alexandria to witness the event. The Air Force Brass Quintet of Bolling Air Force Base provided the entertainment.

Amid traditional Army fanfare, the ceremony began with the arrival of the official party and the posting of the colors by the Joint Armed Forces Color Guard of the Military District of Washington. SDDC Sgt. 1st Class Konchetta Bringier, G1/4 (personnel and logistics), sang “The Star-Spangled Banner.”

Handy spoke to some of the accomplishments of Maj. Gen. Fletcher’s tenure thus far in his SDDC assignment. “Six million short tons — that’s 20 freight trains fully loaded, spread from New York to Los Angeles.... And all that moved safely and without incident halfway around the world and back again....

“Charlie is one of those remarkable people of whom we could stand here and talk about all of his accomplishments in his Army career — a remarkable man with a remarkable family,” Handy added. “He’s the person we [USTRANSCOM] rely on to get things done. And this command is really and truly blessed.”

The ceremony was a family affair. Fletcher’s wife, Dale Anne, helped in the pinning of rank onto Fletcher’s military dress uniform. Sons Charles and Michael slid the new two-star insignias onto his shirt epaulettes, and daughter Marie attached the two-star rank to his beret.

After the promotion, Fletcher unfurled his personal flag, which throughout the history of warfare has symbolized a general officer’s leadership on the battlefield. It represents the officer’s branch of service and rank, and is presented at all military functions and displayed in the general’s office.

Addressing the audience, Fletcher recognized many and thanked all for being present for such a great day for the Fletcher family. “I am here today because of what a lot of you out there did, and I recognize that,” he said. “I am truly honored and I want to thank you all.”



Clockwise, left to right:
David Rowe, Jet Forwarding Inc;
Martina Schäfer, Viktoria International Moving;
Henry Razi, Acorn International Forwarding;
Sheila Carden, S&E Transportation.

SDDC-Industry Workshop Held in Germany

The 27th Annual SDDC-Europe Personal Property and Passenger Training Workshop was held April 17–21 in Willingen, Germany. In attendance were nearly 250 individuals, including industry representatives, service personnel, civilian personnel, and Department of State personnel. The keynote speaker for the meeting was Brig. Gen. Maynard J. “Sandy” Sanders, the Deputy Commander for Mobilization and Training for SDDC at Fort Eustis, Va.

The event was hosted by Nancy L. Mouser, Director at SDDC-Europe. Many excellent briefings were given during the workshop, with the briefing on Families First by Tom Hicks, Chief of the Personal Property Division at SDDC Command, Alexandria, Va., generating the liveliest discussion.

Industry also provided two sessions during the workshop. The first, an industry-only session moderated by HHGFAA President Terry Head, and Chuck White, HHGFAA’s new Director of Government & Military Relations, focused on current issues in the military personal property program. The second was an industry panel comprising Head, White, and Jeff Coleman, president of Covan International, Inc., and highlighted Coleman’s perspectives on Families First. The meeting was a rousing success, and the SDDC Europe staff provided an excellent opportunity for updates on all aspects of the military’s Personal Property and Passenger programs.

It’s a Fact ...

Governmentwide, average relocation costs (\$33,165 and \$38,007 for 2003 and 2004, respectively) are significantly lower than the average private-sector relocation cost of \$44,143.

SOURCE: Analysis of Research Data Obtained from Office of Management and Budget Budget Data Request (BDR), Runzheimer International Ltd., Feb. 15, 2005

DHS Authorization Act Prevents Airline Security Fee

The Department of Homeland Security (DHS) Authorization Act for fiscal year 2006 (H.R. 1817), recently passed by the US House of Representatives, contains several provisions that may have an impact on business travel.

Of particular interest is a provision preventing an increase to the air travel security fee, as had been originally proposed in the Bush Administration's FY06 budget. The proposal would have increased the passenger security fee by \$3, raising the fee on a typical flight from \$2.50 to \$5.50. Fees would have been capped at \$8 for tickets that have multiple stops, and at \$16 for round-trip tickets.

The proposed fee hike ran into opposition from many legislators who could not justify adding to the costs of the struggling airline industry. Also of interest in the Washington, D.C., region is a proposal to reduce the time requirement for passengers to remain seated on commercial flights arriving at and departing from Washington Reagan National Airport from 30 minutes to 15 minutes after takeoff and before landing.

Air Cargo Rose 5% in 2004, Group Says

The Airports Council International–North America said recently that air cargo traffic grew 5% last year, while passenger traffic grew by 8% compared with a year earlier.

Memphis International Airport remained the busiest cargo airport in the world, handling over 3.6 million metric tons, an increase of 4.8% over its final 2003 numbers, ACI–NA said.

Chicago O'Hare remained in the highest position in total operations worldwide with a yearly total of 992,427 movements. Atlanta–Hartsfield posted a 5.8% increase in operation at 964,858 movements. Dallas/Ft. Worth ranked third with 804,865 operations.

The group said more than more than 1.46 billion passengers traveled through North American airports in 2004.

The *ACI-NA Traffic Report* contains passenger, freight/mail, and aircraft operations data for 187 North American airport members.

SOURCE: Transport Topics

Learn the Lingo

Free online language lessons allow you to hear how the words are pronounced. Website includes downloadable dictionaries.

Website: www.travlang.com

Hurry Up and Wait

US air travelers wait longer than they need to. More than half of fliers wait 19 minutes to check in at airlines' main counters. Only 18% use self-service kiosks; 10% check in curbside and wait 13 minutes. Reduce waits by printing boarding passes from airline Websites — only 5% of passengers do.

TRAVELING WITH DISABILITIES

http://gatorsport.phhp.ufl.edu/travel_general.html

Travel is not an easy proposition for people with disabilities, and that's why General Accessible Travel Information (http://gatorsport.phhp.ufl.edu/travel_general.html) is such a great site. Here you'll find links to sites that can assist travelers with disabilities. You'll find information about lodging, transportation, restaurants, attractions, maps, travel agents who specialize in disability issues, and much more. This site is an excellent resource for people with disabilities who travel for business or pleasure.

GREAT CIRCLE MAPPER

<http://gc.kls2.com>

If you've ever wanted to see a map of an airplane's flight path, the Great Circle Mapper (<http://gc.kls2.com>) is for you. A great circle path is the shortest path on the surface of a sphere between two points on that sphere, and it's the term used for mapping flight paths. Just type in the airport code in the "Paths" box and click on "Display Map."

You can search for codes at the Lookup (<http://gc.kls2.com/cgi-bin/gclookup>) Page. It's probably best to visit the FAQ (<http://gc.kls2.com/faq.html>), because you might need some help with the technical stuff if you're not a pilot. There are also links here to detailed information and maps of airports worldwide.

These items are copied from the newsletter Really Useful Sites for International Trade Professionals, a free, bi-weekly email publication of FITA—The Federation of International Trade Associations. Please feel free to subscribe to this newsletter at <http://fita.org/useful>.

It's a Fact: *Bottom Line Personal* reports that 11,303 laptop computers were left in taxis worldwide in the last 6 months. Also left behind: 31,469 handheld computers and more than 200,000 cell phones, as well as dentures, artificial limbs, and even a harp. Most items were returned to their owners.

Pauline Frommer's Favorite Money-Saving Travel Websites

Use these search engines to scour the Internet for the best travel bargains.

- **Mobissimo Travel Search.** This new service looks beyond US Websites and searches the world for great deals. **Travel.mobissimo.com**
- **Sidestep.** Travel search engine for flights, hotels, and cars. **www.sidestep.com**
- **Cheapflights.** Compare flight schedules and prices. **www.cheapflights.com**
- **Kayak.com.** This easy-to-use site, still in preview, is from the cofounders of Orbitz, Travelocity, and Expedia. It searches more than 60 travel sites for great deals.

SOURCE: BottomLine Personal



Young Professionals

"Leadership Through Innovation"

The US Government: Our No. 1 Customer

By Christy Wickman

The US Government affects every portion of the moving industry, both positively and negatively. For those who secure mostly military shipments, their business has soared during the past few years. However, those of us who work in the private sector with corporate relocations are feeling the adverse effects government security regulations have imposed.

Let's look at a typical move scenario: An inbound shipment from Germany is on a thru-bill to Denver, Colorado. Upon arrival in Newport News, Virginia, the shipment is stopped for VACIS x-ray inspection, at a cost of \$236. The next notification of this shipment is that it is going to a bonded warehouse for an intensive inspection, wherein a contracted crew will unload the container for customs, which will search it, presumably for a "questionable" object. Once this is finished, the shipment is reloaded, but not in its original condition, nor in the manner of a mover. The contracted company sends its invoice to the forwarder (who accepts on the customer's behalf). The payment is then couriered, and finally, the container is released and forwarded to the next point where it still must clear actual customs, and is subject to yet another inspection. This particular family happens to be a returning US citizen who was on assignment for the past 3 years.

Does this seem fair? It's not easy to explain to a distraught wife why her furniture was damaged and thrown into a container like trash. It is doubly difficult to then explain why she must pay hundreds or even thousands of dollars for the action taken. From frustration to anger, the shipper demands accountability. The answer lies in the answer given by a US Customs and Border Protection agent who said, "That's the price of doing business."

Although government agencies may supply a number of companies with vast amounts of business, they lack understanding of how to handle our product — a family's personal possessions. As an industry, we invest in superior materials, continual training and education. We take pride in our workmanship and providing quality service to our customers. All those efforts can be easily neutralized by an intensive inspection.

This is not to say that Homeland Security is not important. It is vital to our nation and must be respected. But industry leaders should not permit the government to continue the inspection abuse without a challenge or a common-sense alternative. Too much has been invested by industry in order to keep our quality standards above reproach.

As the world becomes a more global marketplace, our industry will continue to grow, and until we can effect change to improve handling standards at the ports we must seek ways to offset the negative impact by offering even higher standards of service at our customer's residence. Agency and staff training and quality standards are now more important than ever.

Christy Wickman is Operations Manager at Wickman Worldwide Services, Inc., in Evansville, Indiana.
E-mail: intl@wickmanworldwide.com.

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Access www.YP-35.org for more information.

PLEASE NOTE:

It is up to YP-35 members to maintain current data on the Website. Please take a moment to log in and verify your information. Make sure that your birth date is listed! If you have difficulty accessing the Website, or if you have questions or ideas concerning YP-35, e-mail Ruby@euroamerica.net.

ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education involved in the areas of transportation and logistics. Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received to date are as follows:

Platinum (\$5,000 or more)

Household Goods Forwarders Association
of America, Inc.
Joyce Wohlstetter
Manchester Grand Hyatt Hotel, San Diego

Gold (\$2,500–\$4,999)

Deseret Forwarding International, Inc.
Tri-Star Freight Systems

Silver (\$1,000–\$2,499)

Abba International Inc.
*All American Moving Group, LLC
*Approved Forwarders
*Apollo Transportation Companies
Axis International
Covan International Inc.
Denali Group Companies
*Dewitt Transportation Services of Guam
Evergreen Forwarding, Inc.
Gosselin World Wide Moving NV
Hayden-Boettcher & Co.
*Han & Ella Helder
*Jet Forwarding Inc.
*Jack Kagan
National Van Lines, Inc.
Orca Moving Systems
Pac Global Insurance Brokerage, Inc.
The Pasha Group
*Royal Hawaiian Movers

Bronze (\$500–\$999)

*7M Transport, Inc.
*A & P Shipping Corp..
*American Red Ball International
American Vanpac Carriers Inc.
*Arpin International
*Cartwright International Van Lines, Inc.
Great American Forwarders
Terry R. Head
*Interstate Worldwide Relocation
*Paul Arpin Van Lines, Inc.
Phoenix Transport Services
*R. J. Hudson Associates
The Day Companies, Inc.
*The Suddath Companies
True North Relocation

In Kind or Other

*AAA Heartland Express
*Jackie & George Agner
*American Moving & Storage
Association
*American World Forwarders, Inc.
*Belvian and Gloria Carrington
*Gateways International, Inc.
*Mr. & Mrs. Stanley Goldman
*HC & D Forwarders International, Inc.
*Terry R. Head
*National Forwarding Co., Inc.
*Pearl Forwarding, Inc.
S & E Transportation
*The Day Companies, Inc.
*Vanpac Carriers, Inc.

NOTE: *Denotes contributions received since the March/April issue of **The Portal** was published.

Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to www.hhgfaa.org or www.yp-35.org. Make checks payable to **Alan F. Wohlstetter Scholarship Fund**.

Alan F. Wohlstetter Scholarship Fund
5904 Richmond Highway, Suite 404 • Alexandria, VA 22303
703/317-9950 • Fax 703/317-9960

In Memory of Mrs. Joyce Wohlstetter

Mrs. Joyce Wohlstetter, wife of HHGFAA General Counsel Alan F. Wohlstetter, passed away at her home in Bethesda, Maryland, on April 14 after a long illness. [See obituary on page 44 of this issue.]

Mrs. Wohlstetter was very pleased when the the Alan F. Wohlstetter Scholarship Assistance Program was established in her husband's name, and was the very first — and to date still the largest — individual contributor to this fund. HHGFAA members and friends who wish to honor Mrs. Wohlstetter's memory may wish to consider contributing to the scholarship fund. For more information, please see the previous page.

As this issue of **The Portal** went to press, the following individuals and companies have made contributions in memory of Mrs. Wohlstetter:

7M Transport, Inc. (\$500)
A & P Shipping Corp. (\$500)
AAA Heartland Express (\$100)
Jackie & George Agner (\$100)
All American Moving Group, LLC (\$1000)
American Moving & Storage Association (\$100)
American Redball International, Inc. (\$500)
American World Forwarders, Inc. (\$250)
Apollo Transportation Companies (\$1,000)
Approved Forwarders (\$2,000)
Arpin International (\$500)
Belvian and Gloria Carrington (\$100)
Cartwright International Van Lines, Inc. (\$500)
Dewitt Transportation Services of Guam (\$2,000)
Gateways International, Inc. (\$200)
Mr. & Mrs. Stanley Goldman (\$100)
HC & D Forwarders Int'l, Inc. (\$100)
Terry Head (\$200)
Han & Ella Helders (\$1000)
Interstate Worldwide Relocation (\$500)
Jet Forwarding (\$1,000)
Jack Kagan (1,000)
National Forwarding Co., Inc. (\$200)
Paul Arpin Van Lines (\$500)
Pearl Forwarding, Inc. (\$300)
R. J. Hudson Associates (\$500)
Royal Hawaiian Movers (\$2,000)
The Day Companies, Inc \$300)
The Suddath Companies (\$500)
Vanpac Carriers, Inc. (\$200)

It's a Fact ...

Almost half of all moves occur between the beginning of May and Labor Day.

Federal Marketplace Should Be Open to Women, Say Lawmakers

Members of Congress recently joined with women business owners from across the country — frustrated by the lack of federal contracts that are going to women-owned businesses — to demand that the administration implement the women’s procurement program. The program would expand opportunities for women business owners in the federal marketplace. A broad coalition of 71 Members filed an amicus brief in May in the United States District Court for the District of Columbia in support of the United States Women’s Chamber of Commerce (USWCC) lawsuit against the Small Business Administration (SBA), which would require the administration to immediately implement the program.

“Despite the amazing growth of women business owners, one area they continue to be shut out of is the federal marketplace,” said Rep. Nydia M. Velázquez (D-NY). “The irony here is that the federal marketplace has increased by \$100 billion over the past four years. At the same time, studies have shown that 40 percent of women businesses offer a product or service that can be used by the federal government. However, agencies today are doing multibillion-dollar contracts with large corporations — and out of this entire pie, less than 3 percent of their contracts go to women businesses.”

The Federal Government has failed to meet its 5% mandated women business contracting goal for the past 5 years, largely because of the administration’s failure to implement the women’s procurement program, which was signed into law in 2000. This has cost women business owners \$25 billion in lost contracting opportunities over the past 5 years. The USWCC filed the lawsuit in October 2004. However, SBA has failed to make any effort since the filing to get the program up and running, which prompted Members of Congress to file the amicus brief in support of the USWCC suit.

“Women continue to face a glass ceiling not only in the workplace, but now also in the federal marketplace,” Velázquez said. “The administration has made no effort ... to actually move this program forward. Something clearly needs to be done.

“This program is good for everyone — it is good for the taxpayer and it is good for the government,” she added. “It is unfortunate that it has come to this, but the administration has failed to provide women with their fair share of opportunities for too long now. With this lawsuit we are compelling the administration to do what it has refused to do for over four years now. What women want today are contracts — not excuses.”

Prime Contractors Vexed by Reimbursement Rules

By Kimberly Palmer

How much should contractors get paid for work they farm out to subcontractors? It depends on whom you ask.

The General Services Administration, which runs a set of supply schedules that federal agencies can use to purchase products and services, has ruled that in some situations, prime contractors hired under the schedules can charge the government their own rates for work performed by subcontractors. But in other cases, GSA has said, the prime contractor can charge the government only what it is paying the subcontractor—meaning it can’t keep any profits for itself.

Last year, the Defense Contract Audit Agency issued a memo saying this ambiguity was “causing uncertainty among auditors and contractors as to what rates should be used to reimburse the prime contractor for the effort of the subcontractor.”

US Customs and Border Protection Reinstates Testing of Automated Commercial Environment at Blaine

On Jan. 31, the US Customs and Border Protection (CBP) agency reinstated testing of the Automated Commercial Environment (ACE), and its commercial truck processing capabilities at the port of Blaine, Wash. The ACE is the new commercial trade processing system being developed by CBP to enhance border security and expedite legitimate trade.

The ACE will replace the current import system, the Automated Commercial System (ACS). The ACE will revolutionize how CBP processes goods imported into the United States by providing an integrated, fully automated information system to enable the efficient collection, processing, and analysis of commercial import and export data.

The initial pilot found technical problems that resulted in lengthy system response times and usability issues. After 3 weeks of testing, the pilot was suspended to correct these problems and to install software upgrades.

In December, two electronic manifests were submitted through the ACE Secure Data Portal in Blaine, the first truck manifests ever to be submitted electronically.

There are nearly 400 importer, broker, and carrier accounts, representing more than 30% of the total value of fiscal year 2003 imports.

Truck carriers are encouraged to establish ACE truck carrier accounts and become certified to use the Electronic Data Interchange (EDI) messaging system for electronic truck manifests to ensure smooth border operations when these capabilities are eventually mandated.

Preparations for ACE transitions at additional ports are progressing. Schedules and the port locations will be announced at a later date.

For information about how to establish an ACE account, e-mail CBP at acenow@dhs.gov. Also, check for the latest updates for ACE application information on the CBP Website at www.cbp.gov/modernization/.

Wireless Trailblazers

Transportation executives are pulling the plug on landline technology and plugging into the latest wireless offerings. The industry has embraced wireless technology in day-to-day business operations as a cost-effective way to improve operations and customer service, says a new opinion poll commissioned by Nextel and conducted by Harris Interactive, Rochester, N.Y.

The emerging role of wireless communications in large and medium-sized transportation enterprises is fueled by the availability of push-to-talk service, wireless local area network (WLAN), and GPS solutions, as well as a desire by companies to extend their wireless barcode scanning capabilities.

The survey polled 78 transportation executives across the country and found cellular calls (98%), push-to-talk service (69%), BlackBerry devices (58%), and barcode scanning (60%) to be the industry's top four uses of wireless technology. In addition, transportation firms highlighted the growing use of WLANs for their offices and warehouses.

The transportation sector identified geographic coverage (67%) as the primary criterion for selecting a wireless carrier, far outpacing data network speeds (9%) and pricing (11%).

SOURCE: Inbound Logistics

It's a Fact ...

One-sixth of all Americans, an estimated 43 million people, move each year, according to the US Census Bureau.

JUX2

<http://www.jux2.com>

Google remains many people's favorite search engine, although Yahoo and MSN are breathing hard down Google's neck, with their own recently expanded search capabilities. You'll never know how much you're missing by only using Google, however, until you try **<http://www.jux2.com>**. Jux2 allows you to search using Google, Yahoo, and AskJeeves simultaneously, and you can see which results show up in all three search engines, and which show up in only one, or two. This is useful, because, according to jux2, the major search engines typically share fewer than 3.5 of their top 10 results. That means you miss more than 60% of relevant results if you only use one search engine. If you really want to be thorough about a search, use jux2.

*This item is copied from the newsletter Really Useful Sites for International Trade Professionals, a free, biweekly email publication of FITA—The Federation of International Trade Associations. Please feel free to subscribe to this newsletter at **<http://fita.org/useful>**.*

US Economic Growth Projected To Be World's Highest at 3.6%

US economic growth will average 3.6% this year, the fastest among the world's leading industrialized nations, according to a new International Monetary Fund report, according to Bloomberg.

The IMF report said companies will lead the growth as they spend record amounts to retool plants and upgrade computers, offsetting slower consumer spending brought on by higher interest rates.

The IMF prediction was an increase from September's outlook for US growth of 3.5% for 2005.

That pace of growth would lead the Group of Seven industrialized countries, Bloomberg said. The US economy advanced at an annual rate of 3.8% in the fourth quarter of last year, capping the best year of growth since 1999.

The US economy grew by 4.4% last year.

Canada will post the second-fastest growth in the G-7 this year, at 2.8%, the report said. The G-7 also includes Japan, Germany, the United Kingdom, France, and Italy.

The report projected the United States also will lead the G-7 in 2006, repeating this year's 3.6% pace, the Bloomberg reported.

SOURCE: Transport Topics

Survey Reveals Lifestyle/Career Tradeoffs

In 2005 the American Management Association (AMA) surveyed its members and customers at 284 US companies to examine the career and lifestyle choices employees make and how compensation and career paths are affected.

Not surprisingly, jobs that demand a lot of risk, have greater responsibility, require long hours and extensive travel, or have performance-based pay tend to lead to higher salaries. Specifically, being responsible for a company's profits or losses was generally recognized as one of the key factors in career advancement. The survey revealed that 39% of respondents would prefer to take on additional profit/loss responsibilities, while 46% said it would require higher pay.

Another interesting finding: Among the biggest factors contributing to higher pay is the amount of time put in on the job. According to the AMA, statistics show that people who work 44 hours per week earn almost twice as much as those who work only 34 hours. The survey reports that 29% of respondents prefer to work more than 45 hours a week. Sixty-six percent of respondents indicated that they prefer to work in a profession that requires constant training, 26% said that type of role would require higher pay, and 8% said it was something they wouldn't do.

You can view the full survey results at www.amanet.org/research/index.htm.

Details, Details — They All Count

Typos and grammatical errors are the most common resume mistakes, report more than one-third of large-company executives surveyed recently by Accountemps staffing service. Ranked second (22%) was "including too much information," while tied for third was "not listing achievements in former roles" and "poor layout or design" (17%).

According to Max Messmer, chairman of Accountemps and author of *Job Hunting For Dummies* (John Wiley & Sons, Inc., 1999), job hunters should tailor their resume to each opportunity, think brevity, avoid personal information, move from broad information to specifics, and proofread carefully — then ask someone else.

Watch Your Words

A survey of 150 senior executives by Accountemps of Menlo Park, Calif., confirmed the following list to be the “most annoying or overused” phrases or buzzwords in the workplace today:

- At the end of the day
- Solution
- Thinking outside the box
- Synergy
- Paradigm
- Metrics
- Take it offline
- Redeployed people
- On the runway
- Win-win
- Value-added
- Get on the same page
- Customer-centric
- Generation X
- Accountability management
- Core competency
- Alignment
- Incremental

Whenever you find yourself tempted to use one of these words or phrases, think beyond the moment and truly explain the point you’re trying to make. Explain why a project was successful, in detail, rather than merely describing it as win-win.

SOURCE: Association Management

Regroup, Recharge

“Don’t minimize the value of taking enough time to recharge. Even a brief respite can help executives recharge and refocus once they are back at the office,” notes Paul McDonald, executive director of Robert Half Management Resources. Professionals who want to be accessible but still enjoy a break might follow McDonald’s suggested strategy:

- Inform key parties well in advance of your upcoming absence and appoint someone you trust to manage responsibilities on your behalf.
- Give staff clear instructions regarding the issues that require your immediate attention and those that can wait for your return. Ask them to offer solutions to urgent problems they call you about.
- State your return date and an alternative contact in your out-of-office e-mail responses and voice-mail recordings.
- If you must check e-mail and voice mail, do so at specific times, such as early morning, to avoid constant interruptions.
- Recognize that breaks are a necessity, not a luxury.

Who Is Passionate About Work?

If you're looking for an engaged and inspired employee, you might want to look for a few gray hairs. A new study finds that workers 55 years old and over are more likely to put forth extra effort and also are more likely than their younger counterparts to be satisfied and engaged in their work. Here's a quick analysis of the study by age group:

- **Young workers (18-34):** The youngest segment of the workforce is the least satisfied and least engaged segment of the workforce. They are struggling both in the workplace and at home more than employers might imagine. Young workers are actively looking to make a job change and are the most personally and professionally mobile to do so.
- **Midcareer workers (35-54):** Workers with 10 years of service under their belts say they are working more and enjoying it less. They are the age group that is most dissatisfied with management and their organization's management climate. Their work responsibilities are peaking at the very same time as home life responsibilities.
- **Mature workers (55 and older):** By far the most satisfied and engaged segment of the workforce. Mature workers identify with their organizations and share similar values. They are inspired and passionate about their work. Mature workers want to work but on their terms and not in place-holder jobs.

Satisfaction and Engagement

Satisfied with their jobs

Mature workers	68%
Midcareer workers	57%
Young workers	55%

Care about the organization

Mature workers	64%
Midcareer workers	55%
Young workers	47%

Hours-of-Service Rule Not in Highway Bill

By Sean McNally

The Senate's \$295 billion highway funding bill did not include a provision making the current driver hours-of-service (HOS) rule permanent. That means including the HOS rule in the final bill is unlikely, but not impossible, according to congressional staff and observers.

"It can be discussed [in conference]," said Senate Environment and Public Works Committee spokesman Will Hart, "but it's often very difficult to get something that is not in the bill inserted during conference."

The Federal Motor Carrier Safety Administration has been pushing to get its embattled driver-hours rule written into law since February, but neither the House nor Senate approved amendments to do it.

Group Says 20,000 Driver Shortfall Could Balloon in Coming Years

The American Trucking Associations said in a report issued recently that the US long-haul trucking industry is short 20,000 drivers and that the shortage could get worse in coming years.

The study, *U.S. Truck Driver Shortage: Analysis and Forecasts*, predicts the shortage of drivers will rise to 111,000 by 2014 if current demographic trends remain.

"The driver market is the tightest it has been in 20 years," said ATA President Bill Graves.

"It's a major limitation to the amount of freight that motor carriers can haul [and] it's critical that we find ways to tap a new labor pool, increase wages and recruit new people into the industry that keeps our national economy moving," Graves said.

ATA Vice Chairman Ray Kuntz, chief executive officer of Watkins and Shepard Trucking Inc., Helena, Mont., testified at a recent House subcommittee hearing in support of a bill that would add commercial truck driving schools to the list of educational and training programs eligible for payments.

Kuntz told the House Veterans Affairs Subcommittee that such payments should be available under the Montgomery GI bill.

Of the 3.4 million truck drivers on the road, 1.3 million are long-haul truckers, the driver segment most severely impacted by the shortage, ATA said.

Although the current driver shortage is 20,000 drivers, it seems even larger to the trucking industry because of the high level of driver "churn," or drivers moving from carrier to carrier. Large truckload carriers reported an average annual turnover of 121% last year.

Truckload carriers said earlier this year they would continue pushing up pay rates to curb what has become a continuous struggle to find and keep qualified drivers.

SOURCE: Transport Topics

A look at the people and events shaping HHGFAA member companies

APPOINTMENTS



Liu



Forti



Cosgrove



Caldwell



Quartararo



Evasius

At the recent Crown Worldwide Managers Meeting in Vancouver, Canada, the Executive Board announced the formation of the **Crown Senior Management Group (SMG)**. The Board also appointed its eight members, thereby officially launching its mission.

With over 150 years of industry experience among them, the SMG will receive assignments from the Executive Board, with vested authority to promote high priority strategy and operational issues facing the Group. Greg Stewart was nominated as Chairman of this new Group. The appointed members are as follows:

Greg Stewart, President, Global Mobility Services

Joe Clark, Group VP, Human Resources

Mark Ellis, Managing Director, Crown Australasia

Barry Koolen, Managing Director, UK, Ireland & Belgium

Gary Maguire, Group VP, Quality & Risk Management

Paul Sullivan, Managing Director, SE Asia

Brian Valentine, COO, Mainland USA

Billy Wong, Managing Director, Greater China



Crown Relocations also has announced several other appointments.

Sherry Liu has been named general manager of records management and logistics services for Shanghai, China.

In her new role, Liu will spearhead the development of these business units. Liu has worked with Crown for nearly 6 years and was recently the manager of Crown's Taiwan office. She also implemented Crown's records management business in Hanoi.

"This hiring further demonstrates Crown's commitment to the China market," remarked Billy Wong, Crown Managing Director, Greater China. "Crown will soon finish construction on the most advanced facility of its kind in China, offering an optimum environment for storing our clients' business information. We are happy to have Sherry lead us in this business endeavor."

Also at Crown Relocations, **Astrand Salazar** has been named general manager for the facility in Taipei, Taiwan.

In his new role, Salazar will further develop and manage the growing business relationships in Taiwan. Salazar has worked with Crown for over 14 years. He previously successfully established Crown's presence in Doha, Qatar, as branch manager.

Salazar's initial tasks in Taiwan will be business expansion, especially in the diversification into areas such as global mobility services and records management. He will also focus on longer-term aspects such as development of operating facilities.



Joe Forti is Crown's new regional operations manager, Eastern Region, U.S. Forti has over 23 years of experience in domestic transportation of high-value products and has a successful background in finance, administration, operations, customer service and national sales.



Mario Torres has been named branch manager for **Crown Mexico City**; **Rene Reyes** is the assistant branch manager. Both have worked over the past few months to maintain what the company called "the tremendous performance of the Mexico City office." They are tasked with maintaining and developing new business in the area.

Website: www.crownrelo.com.



PAR Services has been in the moving industry for over 10 years, originally starting out as a local North Carolina third party service company. PAR Services has recently made the decision to expand to a nationwide third party service provider.

Assuming the leadership position within PAR Services is **Samantha Cosgrove**. Cosgrove has over 3 years' experience within the third party services industry as a national account manager for another prominent nationwide company. She has been in some facet of national sales for over 6 years, with additional experience in finance and marketing.

For more information on PAR Services, call 800-662-3449 or e-mail parinfo@parservices.com.



Stevens Worldwide Van Lines, headquartered in Saginaw, Mich., has hired new branch managers for three corporate branch locations.

Chris Caldwell will manage Stevens' Lansing, Mich., branch. He will be responsible for the day-to-day operations of Stevens' Lansing and Grand Rapids, Mich., locations.

Caldwell has over 10 years' experience in the industry. Previously he worked as a general manager for Mayflower Transit in Ft. Myers, Fla., and at Executive Relocation, an Atlas Van Lines agent in Little Rock, Ark. While there, he was responsible for moving the Clinton Library into Little Rock. Caldwell is also an experienced sales manager and operations manager, having worked for Unigroup, Inc.

Peter Quartararo is the new general manager of the Saginaw, Mich., branch. He began his career in relocation in 1986 with a United Van Lines agent in Kittery, Maine. Since then, he acquired extensive experience as a salesperson, dispatcher, operations manager, and general manager. He most recently worked for Graebel Van Lines.

Rich Evasius is the new general manager at Stevens' Sylvania, Ohio, facility, where he will oversee day-to-day operations and sales and marketing initiatives. Evasius has 30 years' experience in relocations. He previously was vice president of branch operations for Global Van Lines and as the vice president and general manager for the Hilldrup Group in Chantilly, Va. During his tenure there, Hilldrup was awarded the prestigious Pentagon Renovation Project, a 5-year effort.

EXPANSIONS

Delahaye Moving has opened a brand-new fully operational office and warehouse complex in Nice, France. The facility will serve all of the south of France, from Lyon to Biarritz.

The ports of Bordeaux, Marseilles, and even ports in Italy can be used to service these areas.

Delahaye also has put in place a sales office in Lyon and a warehouse and container transport office just outside the Marseilles/Fos ports.

The new setup includes trucks, three teams of movers, and an air-conditioned modern warehouse and office complex.

For information e-mail fred@delahayemoving.com or nice@delahayemoving.com. Website: www.delahayemoving.com



Delahaye's new facility in Nice, France.



AES Cargo recently opened a new office in Baku, Azerbaijan. The new branch extends AES Cargos reach in the region and confirms the company's increasing involvement as a logistics provider for Azerbaijan's developing oil industry.

"We've handled import and export shipments in Azerbaijan for over a decade, so practically speaking much of the groundwork for opening our Baku branch has already been laid," said Jay Cziraky, AES Cargo's business development manager. "The decision to have a permanent presence in Azerbaijan made sense in light of the increasing requests we've received for importing heavy industrial equipment into the country, much of it related to oil pipeline construction and ongoing offshore oil exploration and drilling."

In addition to specialized services such as oversized project cargo and dangerous goods shipping, the Baku office will be offering AES Cargo's standard cargo logistics services, including import and export air freight, customs brokerage, and local deliveries and pick-up. Sister company Move One is also offering household goods and relocation services in the country, primarily geared toward the city's large expatriate community. The office is under the management of Canadian Randy Gabrielson, a veteran of the AES team with previous management postings in Afghanistan, Djibouti, Iraq, Poland, and Uzbekistan.

Website: www.aescargo.com



Doree Bonner International has opened new storage space in High Wycombe. The new facility is 15,000 square feet with the capacity to hold approximately 1,056 containers. Not only is it the biggest and newest removal and storage warehouse in the local area, it is perfectly situated on the Wycombe Sands Industrial Estate, which has excellent links to the M40, M25, and London.

In addition to this there is enough parking for 12 removal lorries and 30 cars. The containers can be stacked four-high; the huge amount of storage space means that security is of paramount importance, so CCTV, a monitored alarm, and electric security gates will be installed.

Website: www.doreebonner.co.uk.



❖
Crown Relocations has opened a new office in Macau, China. The new facility will handle household moving and relocation services as well as develop records management and logistics.

Macau is on the Southwest of Guangdong Province along the Pearl River Delta and shares a border with Zhuhai. It is also a Special Administrative Region of China and is most famous for tourism, gaming and the garment industry.

Over the past few years, Crown has served a growing number of Macau-based corporate customers including the Hyatt, Westin, and Mandarin Oriental hotels.

The Crown Macau team includes **Kenny Zheng**, assistant operations manager for South China, and **Ivan Ng**, assistant operations manager for Macau. Overseeing the branch is the chief representative for South China, **Michael Ng**, based in Shekou.

GM Chooses Pasha for Cadillac Transport

General Motors Corporation, producers of America's luxury brand Cadillac, has chosen **The Pasha Group**, based in Corte Madera, Calif., to provide processing services as a key part of the manufacturer's supply chain logistics for its Cadillac CTS and SRX models being shipped to Shanghai, China.

The vehicle shipments are part of GM's joint venture with Shanghai Automotive Industry Corporation Group (SAIC) that combines both imported products and product manufacturers in China as part of a technology transfer program.

One of only a few vehicle processing companies with the necessary experience, Pasha will process and containerize the products for shipment from its flagship facility in the Port of San Diego, from which Pasha processes more than 250,000 vehicles annually for various manufacturers.

"The opportunity to service General Motors on this project is a major accomplishment for The Pasha Group," said Trish Zarik, Vice President and GM key account manager for The Pasha Group. "Our key objective is to earn a long-term partnership with GM by demonstrating high-level quality services and innovative ongoing logistics solutions. There is a lot to accomplish, but the strength of our operating team in San Diego, coupled with our desire to succeed, should make us an integral part of the GM North America Intercontinental Logistics team."

The Pasha Group first began processing automobiles in 1942. Since then the company has been processing, distributing, and handling logistics for numerous domestic and international auto manufacturers. All of Pasha's domestic automotive facilities are ISO 9001 certified.

Pasha's extensive experience in automotive logistics makes its new venture, **Pasha Hawaii Transport Lines**, a natural progression. Pasha's new vessel, the *M.V. Jean Anne*, a 579-foot roll-on/roll-off, Pure Car Truck Carrier, was christened on March 21st in San Diego. The *Jean Anne* will make fortnightly voyages between San Diego and Hawaii. Pasha Hawaii Transport Lines is a joint venture of The Pasha Group and Stamford, Conn.-based Strong Vessel Operators.

Website: www.pashagroup.com

It's a Fact ...

At the Department of Agriculture, most moves are initiated by Forest Service and Natural Resource Conservation Service.

SOURCE: Runzheimer International

Crown Offers Destination Guides for Children

Crown Relocations now offers two new children's guides (for Canada and Switzerland), which focus on answering the many questions children have when they relocate to a new country. These printed brochures are part of an ongoing series. So far, versions have been completed for 23 different countries throughout the Americas, Europe, and Asia. Guides for China, Indonesia, New Zealand, and Thailand will be launched in July.

The guides, written and illustrated by children, inform children of where the country is, with a short history lesson, what the weather is like, language differences, places to visit, food to eat and the holidays the country celebrates. This information is provided from the perspective of children who actually live in the featured country. The Destination Guides are just one component of Crown's official Children's Program, which includes truck-shaped boxes for packing special belongings, stuffed lions, and more.



A Trans-Link packer (above) carefully prepares a high-value shipment (right).

Trans-Link Relocates Antique Textiles

Mangosteen Inc., an art exhibition organizer in Japan, appointed **Trans-Link** to solely handle the returning of antique textiles from Chiba City Museum and Miyagi Museum in Japan back to Chiangmai, Thailand.

The shipment consists of 230 textiles, from 100 to 300 years old, and hand-made by various Asian tribes, valued at JPY 12,685,000.

Website: www.translink.co.th

Tower International Launches State-of-the-Art Website

With probably the most modern tracking website existent (TIMTRAK) and scores of added features, Tower International takes the lead by a thousand miles in interactive websites for movers in France. Not to mention the fact they work in English! Your favorite easy-to-use French agent just got even better.

"The visits to our site have doubled within three days of the new site going online. We are very pleased with the hundreds of positive reaction e-mails that have come in from agents and shippers alike," said Simon Kirby, manager of Tower International Movers Paris. Agents will have their own password and be able to go and see their account, as well as Tower's agent rates for imports and many other exclusive features.

Website: www.towermovers.com

Albert Associates Focus on Enjoying Change

Recently the team at **Albert Moving** observed “Enjoy Change Day” to remind associates that as a business grows, change is inevitable. One’s attitude toward change is what will make the difference.

Albert employees had to find their way to breakfast by successfully navigating their way through a maze specially built in the warehouse. Another game deployed during the day was Speed Ball, designed to challenge members on change, creativity, and teamwork. Group discussions following the game gave team members an opportunity to talk about how they feel as additional objects are added to their workload, what problems arose when demands were increased, and what behaviors helped them to be successful.

A workshop, “Thinking for a Change,” was also featured during the seminar. It included a video associated with the bestselling book, *Who Moved My Cheese?* To end the day, employees had an introspective opportunity to write themselves a letter about what their new “cheese” could be as they anticipated more change.

Albert Moving president Bobby Albert believes in continually developing the team members in order to grow the company. Indeed, the shipment count at Albert grew over 200% from 2003 to 2004. “That kind of growth does not come without a lot of change,” said Albert.



Anita White and Randy Klein take part in table discussions at “Enjoy Change” day .

Crown’s CEPA License Supports Growth in China

Crown Worldwide has been awarded a Certificate of Approval by the Establishment of Enterprises with Investment of Taiwan, Hong Kong, Macau, and Overseas Chinese in the People’s Republic of China for its operations in China. The process took only a few weeks, as Crown was able to obtain a license through CEPA (Closer Economic Partnership Agreement between mainland China and Hong Kong).

Earning this license will enable Crown to provide freight forwarding and logistics services through its wholly owned subsidiary in Shanghai. It will allow Crown to freely choose best-in-class local partners, employ its own staff, operate its own facilities and establish direct contractual relations with customers. This certificate brings added value to its customers, who already benefit from Crown’s large network in over 10 locations throughout China.

Jim Thompson, Chairman, Crown Worldwide, added, “Crown Worldwide is proud to be a living example of a successful Hong Kong business. [In 35 years], we’ve seen our company grow steadily. With the introduction of CEPA we are converting our representative offices in China to become full-fledged branches and we’ve just completed construction on a new state-of-the-art warehouse complex in Shanghai. We’re also opening another new Crown Relocations office in Macau. The aggressive development of the enclave has shed light on the full potential of our neighbor and we are already vigorously serving our clients there.

“Similar facilities will follow in other cities.... We are dedicated to maintaining Hong Kong as the central hub of [our] ever-expanding international operations.”

It’s a Fact ...

The average American moves 12 times in a lifetime, says the US Census Bureau.

Honors and Awards

Houston, Texas-based **Excargo Services Inc.** has received an Owens Corning 2005 Transportation Systems Excellence Award for Carrier of the Year, Container Drayage. Each year, Owens Corning awards this designation to its top carrier service partners from among a highly coordinated, global network of nearly 400 transportation service providers.

John Gentle of Owens Corning noted, “Excargo Services was recognized for the ability of its team and leaders to effectively anticipate and adjust its processes to meet the needs of our company while overcoming daily challenges to service providers in a dynamic transportation industry.”

Marcia Faschingbauer, president of Excargo Services, said, “We’re in a highly competitive industry, so when we have available capacity we give priority to partners like Owens Corning that invest in carrier relationships. Their commitment to win-win relationships and safety allow both of our companies to do what we do best, deliver the products and solutions that our customers demand.”

Last January’s changes to the daily hours-of-service regulations continue to be a challenge for both shippers and carriers alike. In an industry dominated by new supply chain strategies, heavy competition, congestion, driver shortages and escalating fuel prices, carrier recognition is important to the continued success of those on both sides of the supply chain.



Once again **Doree Bonner International**’s presence is felt in this year’s Megagrowth 50 awards, a joint venture between the Kent Messenger Group, KPMG and Lloyds TSB corporate. Celebrating the power and array of the many different businesses in the county, the Megagrowth 50 awards seek to honor companies that have made their mark by being consistently profitable over the past 3 years and who have shown an above-average growth.

Last year Doree Bonner International made its first appearance as one of the top 50 most profitable businesses in the Kent area; this year it has climbed 12 places, to 24th. The company showed an impressive profit growth of 52.7%, and with continuing acquisitions it stands to show steady growth.

Managing Director Geoff Watson was on hand at the April 21 breakfast to accept the award.

Website: www.doreebonner.co.uk.



Over an approximately 3-month period of time, judges for the British Association of Removals (BAR) Packer of the Year award measured the performance of 46 competitors. When the smoked finally cleared **Paul Taylor**, from **Crown Leeds**, was awarded first prize. The Leeds branch is managed by **Andrew Buckle**.

The competition is open to all member companies of The British Association of removers (BAR). BAR is the recognized trade association for the removals industry, with a history dating back over 100 years.

Five heats were held and the judges awarded points based on how the packers responded to the competition’s strict criteria, which included:

- Personal appearance
- Packing materials used
- Standard and neatness of packing
- Cubic capacity taken
- Addressing of packaging
- Overall time taken to tack

Santa Fe Plans 'Re-Run' At '05 Annual Meeting

Based on the success of last year's Charity Run in San Diego, which raised over \$4,000 for breast cancer research, Hong Kong-based **Santa Fe Relocation Services** will once again kick off the HHGFAA Annual Meeting with a race to raise awareness of the disease and money to support research at Johns Hopkins Singapore.

The race will be held at 3 p.m. on Friday, Oct. 21, near the Wardman Park Marriott, HHGFAA's Annual Meeting Headquarters, in Washington, D.C.

Santa Fe's Robert Cormier, who is once again coordinating this event, noted, "There is much planning and coordination that must take place prior to the event this year, and the most important thing is for us to have the support of HHGFAA first. We really appreciated your support last year, and the photos and write up in **The Portal** were excellent. Thanks to all of you for your support."

Look for additional details as they become available on the HHGFAA Website, www.hhgfaa.org, and in the next issue of **The Portal**.

For updates and more information, e-mail rcormier@santafe.com.hk.

MILESTONES

7M Marks 5-Year Anniversary

7M Transport, Inc. marked its 5-year anniversary of its incorporation as a Delaware corporation on May 19.

Operation began in Houston in July 2000 with three people. "The company has now expanded to sixteen people, eleven of whom are at our Operations Center in Louisville, Kentucky," said Barbara A. Leff, Chairperson of the Board. 7M was recently approved as a woman-owned business by the Woman's Business Enterprise Alliance (WEBA). Vice-President Steven N. Leff said the company expects to have many worldwide opportunities for new business ventures.

7M Transport operates primarily as a NVOCC and Transportation Intermediary licensed by the Federal Maritime Commission and as a Department of Transportation-licensed freight broker for domestic freight. The company is C-TPAT certified by US Customs and belongs to various trade associations and organizations.

Although it is privately held company, the Board of Directors reports that sales and profits have grown at double-digit percentages for each of the company's 5 years of business.

Website: www.7m-transport.com

Texas Moving Co. Celebrates 30 Years

Texas Moving Co., Inc., of Richardson, Texas, just marked its 30th year in business. In addition, Chief Executive Officer **Rosemary Dumais** and Chairman **Richard Dumais** announced the addition of two individuals to the Board of Directors of the company and its wholly-owned subsidiaries. **Steven Dumais** was named president and **Bill R. Andis** executive vice president.

It's a Fact ...

The typical moving customer is a married couple aged 25 to 44, with one or two children aged 2 to 11.

IN MEMORIAM

Joyce Wohlstetter

Ms. Joyce Wohlstetter, wife of HHGFAA General Counsel Alan F. Wohlstetter, passed away at her home in Bethesda, Maryland, on April 14 after a long illness.

Longstanding members of the Association will recall that Mrs. Wohlstetter was a constant fixture at HHGFAA Annual Meetings. In a message informing members of Mrs. Wohlstetter's death, HHGFAA President Terry Head noted, "If there ever was a 'First Lady of HHGFAA,' it would be Mrs. Wohlstetter. In fact, the very first meeting of the Association's fledgling membership was held in the Wohlstetters' living room. Since that day in 1963, Mrs. Wohlstetter attended every Annual Meeting for 40 years until just a few years ago."

The family has suggested that expressions of sympathy be in the form of a donation in Mrs. Wohlstetter's name to a charity of the giver's choice. HHGFAA members also might consider making a donation to the Alan F. Wohlstetter Scholarship Fund, details of which can be found either in **The Portal** or on the HHGFAA Website. Mrs. Wohlstetter was very pleased when the fund was established and was the very first — and to date still the largest — individual contributor to this scholastic assistance program created in her husband's honor.

Mrs. Wohlstetter will be missed and remembered fondly by the many who have known and worked with her over the years. In addition to supporting the scholarship named for her husband, she was an active volunteer with Goodwill Industries, The Norwood School, and the Red Cross.

In addition to her husband, she is survived by three children, Penny, Alan, and Ann, six grandchildren, and her brother, S. Richard Bauman.

Editor's note: Please see page 28 for information on contributing to the Alan F. Wohlstetter Scholarship Fund.

WELCOME NEW MEMBERS



Georgia Angell
President
Dell Forwarding
HHGFAA Chair

On behalf of the Household Goods Forwarders Association of America, Inc., I want to extend a warm welcome to those who are new to our organization.

NEW ASSOCIATE MEMBERS

Advance Relocation Systems

8933 Yellow Brick Road
Baltimore, MD 21237
Tel: (410) 574-8900
Fax: (410) 574-8406
E-mail: nick@advancerelo.com
P.O.C: Nick Travelstead
Sponsors: Executive Moving Systems, VA
Senate Forwarding Inc., FL

Arnholdt & Sohn Mobelspedition GmbH

Mittnachtstr. 21- 25
70191 stuttgart, Germany
Tel: (49) 711 259 442-0
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E-mail: t.doerr@umziehen.com
P.O.C: Thorsten Dorr
Sponsors: Ketrans Moving, England
Friedrich Kurz GmbH, Germany

Asia Line Movers Sdn. Bhd

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E-mail: almsn@tm.net.my
P.O.C: Mr. Surendran
Sponsors: Jim Worldwide Movers, Malaysia
Orient Express Forwarding Pte Ltd, Singapore

Demelux Sarl Vaglio Moving & Storage

76, rue d'Anvers • L-1130 Luxembourg
Tel: (352) 26 18 981
Fax: (352) 26 48 20 58
E-mail: vaglio@vaglio.lu
P.O.C: Daniel Lebreton
Sponsors: Paramount Systems, Inc., CA
Grace International Removals, Australia

CTSI Logistics

P.O. Box 6067
Tamuning Guam 96931
Tel: (671) 646-2853
Fax: (671) 646-2855
E-mail: danny_lim@ctsiguam.com
P.O.C: Danny Lim
Sponsors: Horizon Lines, Guam
Executive Moving Systems, VA

Carepak Moving and Storage (Thailand) Co. Ltd.

36th Floor, CRC Tower, All Seasons Place
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Phatumwan, Bangkok 10330, Thailand
Tel: (662) 625 3005-07
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E-mail: randynelson@carepakmoving.com
P.O.C: Mr. Randy Nelson

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50-52, Maligawatte Road
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E-mail: peter@drhlogistics.com
P.O.C: Mr. E. S. Peter
Sponsors: Security Packers, Pakistan
Executive Moving Systems, VA

Intermovers & Storage Sdn Bhd. (Penang Branch)

No. 15-G-29, Medan Kampung Relau
Bayan Point, 11900 Penang, Malaysia
Tel: (60) 4 641 4636
Fax: (60) 4 263 3910
E-mail: intermov@tm.net.my
P.O.C: Mr. Ravindran

Issac's Relocation Service

300 Reistertown Road, Suite 204
Baltimore, MD 21208
Tel: (617) 933-3992 • Toll-free: (800) 975-3038
Fax: (617) 933-3950
E-mail: rates@isaacsrelocation.com
P.O.C: Mr. Isaac Edry

ISS Worldwide Movers

(Division of Inchcape Shipping Service)
Khalifa Street, PO Box 247
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Tel: (971) 2 627 3131
Fax: (971) 2 612 3592
E-mail: joseph.john@iss-shipping.com
P.O.C: Joseph Y. John

Lang Worldwide Moving

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E-mail: info@lang-moving.at
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Sobalak International, Austria

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Rathewew Co., Wicklow, Ireland
Tel: (353) 404 25253
Fax: (353) 404 25257
E-mail: orlaith@maguireinternational.ie
P.O.C: Mr. Orlaith
Sponsors: McGimpsey Brothers (Removals) Ltd,
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E-mail: ben@panorient.co.il
P.O.C: Ben Nemans
Sponsors: Passport, England
Sonigo International Shipping Packing & Moving,
Jerusalem

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375 Bedok Road, Chanci Complex
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Tel: (65) 6444 9847
Fax: (65) 6444 0467
E-mail: sales@panther.com.sg
P.O.C: Tomas Kway
Sponsors: Ahmed Saleh Packing, UAE
21st Century Relocations, India

Raffles Movers Pvt Ltd
NO. 110/4 Kundlahally Main Road
beside Brook Fields
Bangalore, 560037, India
Tel: (91) 80 5771 7474
Fax: (91) 80 2536 7656
E-mail: sales@rafmover.com
P.O.C: Mr. Thukaram V

Roadrunner Moving & Storage Inc
50 Terminal Street, Bldg #1
Charlestown, MA 02129
Tel: (617) 242-2882 • Toll-free: (800) 242-6164
Fax: (617) 242-7493
E-mail: roadrunnermovers@aol.com
P.O.C: Martin Williams
Sponsors: Executive Moving Systems, Inc., VA
COMPAS International Movers, Germany

Sea and Air Cargo UK Ltd
10 Dunster Court
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Tel: (44) 208 207 0823 • Fax: (44) 208 207 4214
E-mail: infouk@seanaircargo.com
P.O.C: Shahar Levi
Sponsors: Tober Group, NY
Executive Moving Systems, Inc., VA

Sea Horse Interfreight Co. Ltd.
No. 11B Kyaung Street
Sanchaung Township
Myaynigone, Yaongon, Myanmar
Tel: (95) 1 504 860 • Fax: (95) 1 504 860
E-mail: shi@mptmail.net.mm
P.O.C: Swe Swe Myint
Sponsors: Zuhail Pack, UAE
Executive Moving Systems, VA

Speciality Storage Company
1300 US Route 50
Milford, OH 45150
Tel: (513) 576-5200 • Fax: (513) 576-5204
E-mail: andy@specstge.com
P.O.C: Andy Mayer
Sponsors: Chipman Relocations, CA
Champion International Moving, Ltd, PA

Shipmates Worldwide Moving Co. Ltd.
Dai Chi Shirakawa Bldg 4C1
3-23-6 Nishi Shimbashi, Minato Ku,
Tokyo 105 000, Japan
Tel: (81) 3 5403 8808 • Fax: (81) 3 5403 8809
E-mail: lisa@shipmates.jp
P.O.C: Lisa Baker
Sponsors: Eagle Relocations Ltd., England
Meyer's International Van Lines, NY

The Janel Group of New York, Inc.
150-14 132nd Avenue
Jamaica, NY 11434
Tel: (718) 527-3800 • Fax: (718) 527-1688
E-mail: niacopella@janelgroup.net
P.O.C: Nicholas Iacopella
Sponsors: Delahaye Blue Ribbon Inc., NY
Eagle Relocations Ltd, England

VCK Rotterdam B.V.
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Tel: (010) 429 96 77 • Fax: (010) 428 03 66
E-mail: r.vansteenscl@vckrdam.nl
P.O.C: Rob R. Van Steensel
Sponsors: Carl Hartmann, Germany
Crown Worldwide Moving & Storage, CA

It's a Fact ...

An estimated 13 million children up to age 19 move each year.

SOURCE: US Census Bureau

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Price List for Selected HHGFAA Publications and Miscellaneous Items

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
2005/2006 HHGFAA Membership Directory	50.00	75.00
Additional Copies of <i>The Portal</i> (1-year subscription)	80.00	96.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
Rate Solicitations I-15 and I-16 	45.00	60.00
Global Transportation & Related Business Terminology	45.00	75.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
Active Members Mailing Labels	15.00	20.00
U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
Training DVD & Manual: Packing & Loading Military Shipments	20.00	50.00
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**HHGFAA • 5904 Richmond Highway, Suite 404 • Alexandria, VA 22303
OR, fax with credit card information to (703) 317-9960**

By Jim Wise
PACE-CAPSTONE



GAO Releases Study on Cargo Security

US Customs and Border Protection (CBP), the DHS bureau responsible for protecting the nation's borders at and between the official ports of entry, has the dual goals of preventing terrorists and terrorist weapons from entering the United States and also facilitating the flow of legitimate trade and travel. Approximately 90% of the world's cargo moves by container. Addressing the threat posed by the movement of containerized cargo across US borders has traditionally posed many challenges for CBP, in particular balancing the bureau's border protection functions and trade enforcement mission with its goal of facilitating the flow of cargo and persons into the United States. CBP has said that the large volume of imports and its limited resources make it impossible to physically inspect all oceangoing containers without disrupting the flow of commerce, and it is unrealistic to expect that all containers warrant such inspection.

To address its responsibility to improve cargo security while facilitating commerce, CBP employs multiple strategies. Among these strategies, CBP has in place an initiative known as C-TPAT, which aims to secure the flow of goods bound for the United States by developing a strong, voluntary antiterrorism partnership with the trade community. C-TPAT members commit to improving the security of their supply chain (flow of goods from manufacturer to retailer) and develop written security profiles that outline the security measures in place for the company's supply chain.

In exchange for this commitment, CBP offers C-TPAT members benefits for participating that may reduce the level of scrutiny given to their shipments, potentially resulting in a reduced number of inspections of their cargo at US borders. C-TPAT members receive a range of benefits that reduce the level of scrutiny CBP provides to their shipments bound for the United States. These benefits may change the risk characterization of their shipments, thereby reducing the probability of extensive documentary and physical inspection. Other benefits include access to FAST lanes on the Canadian and Mexican borders, expedited cargo processing at FAST lanes, and an emphasis on self-policing and self-monitoring of security activities. In addition, CBP grants benefits to C-TPAT members that do not directly affect the level of scrutiny given to their shipments. These additional benefits include a single point of contact within CBP to serve as a liaison with the member on issues related to the program, access to the identities of other companies that have become C-TPAT members, and eligibility to attend CBP-sponsored antiterrorism training seminars.

The Government Accountability Office released a report in May evaluating these initiatives and found the program promising, but raised concerns about its management and its ability to achieve its ultimate goal of improved cargo security. More specifically, in a previous report done in 2003, GAO recommended that the Secretary of Homeland Security work with the CBP Commissioner to develop

- a strategic plan that clearly lays out the program's goals, objectives, and detailed implementation strategies;
- performance measures that include outcome-oriented indicators; and
- a human capital plan that clearly describes how C-TPAT will recruit, train, and retain new staff to meet the program's growing demands as it implements new program elements.

Given these past concerns about the program's effectiveness and in light of the program's rapid expansion, GAO examined selected aspects of the program's operation and management. The new report addresses the following issues:

1. What benefits does CBP provide to C-TPAT members?
2. Before providing benefits, what approach does CBP take to determine C-TPAT members' eligibility for them?
3. After providing benefits, how does CBP verify that members have implemented their security measures?
4. To what extent has CBP developed strategies and related management tools for achieving the program's goals?

To address all four objectives, GAO reviewed evaluated available data and documentation for the program. To ascertain the manner in which CBP validates security procedures for participating companies. GAO also reviewed files of participants with responsibilities along various parts of the supply chain. GAO concluded that the files in most cases were incomplete. GAO also reviewed CBP's database for tracking participant status in the program.

Initial reliability testing of this database and interviews of staff with responsibility for the program led GAO to conclude that data used to track participant status had some serious reliability weaknesses.

What GAO found

Some of the positive factors that have affected CBP's ability to target shipments overseas are improved information sharing between US and foreign customs staff and a heightened level of bilateral cooperation and international awareness of the need to secure the whole global shipping system. Although the program aims to target all US-bound shipments from CSI ports, it has been unable to do so because of staffing imbalances.

CBP has developed a staffing model to determine staffing needs but has been unable to fully staff some ports because of diplomatic considerations (e.g., the need for host government permission) and practical considerations (e.g., workspace constraints). As a result, 35% of these shipments were not targeted and were therefore not subject to inspection overseas. In addition, the staffing model's reliance on placing staff at CSI ports rather than considering whether some of the targeting functions could be performed in the United States limits the program's operational efficiency and effectiveness.

CBP has not established minimum technical requirements for the detection capability of non-intrusive inspection and radiation detection equipment used as part of CSI. Ports participating in CSI use various types of non-intrusive inspection equipment to inspect containers, and the detection and identification capabilities of such equipment can vary. In addition, technologies to detect other weapons of mass destruction have limitations. Given these conditions, CBP has limited assurance that inspections conducted under CSI are effective at detecting and identifying terrorist weapons of mass destruction.

Overseas Basing Report Impact Unclear

Only time will tell what impact, if any, the Overseas Basing Commission's report will have on the Defense Department's plan to transform the military's footprint in Europe. The commission, which was chartered by Congress as an independent body to examine transformation, released the bulk of its report on May 12 — 3 months ahead of schedule. The Overseas Basing Commission, or OBC, has recommended that the Pentagon's plan to move overseas troops to the United States be slowed down and reconsidered.

Among the recommendations was that decisions on stateside base closings and realignments be made before the plans for overseas basing become firmly cast. That way, stateside bases and communities would be better prepared to receive troops, families and equipment from overseas in a more seamless manner. The BRAC commission is supposed to consider OBC report in its deliberation. Congress gets to vote on the recommendations for stateside base closings, probably this fall, after President Bush reviews the plan. Congress can approve or disapprove the stateside plan, which would in turn affect the overseas plan.

While saying that the Pentagon was the best body to address its military requirements, the OBC tried to take a broader. Pentagon officials rejected the OBC's recommendation to slow down the process, and disputed the commission's claim that the transformation plan was conceived with too little regard for the concerns of people outside the Defense Department.

A chief concern is that the Defense Department has made little effort to coordinate the realignment of forces overseas with other federal agencies that have a stake in national security matters - ranging from diplomacy to commerce. The report says there is no "interagency entity" charged with coordinating the repositioning and determining the impact it would have on all activities related to national security.

Other recommendations and concerns cited by the report were as follows:

- The Pentagon has estimated the costs at \$9 billion to \$12 billion, but the commission says the tab is probably closer to \$20 billion.
- Withdrawing all heavy Army forces in Europe could harm the service if new conflict broke out in the Balkans. The panel recommended keeping a least one heavy brigade in Europe rather than returning it stateside until the Balkan and Iraqi missions are complete.
- The Marine Corps should curtail plans to move large numbers of personnel out of Okinawa, Japan.
- Delaying overseas movements until the Pentagon settles on plans for domestic military base closings (BRAC), completes the Quadrennial Defense Review and other key ongoing studies.

Congress passed legislation authored by Sens. Kay Bailey Hutchison (R-TX) and Dianne Feinstein (D-CA) in 2003, setting up an independent commission to review overseas base requirements and analyze the Pentagon's restructuring plan. The seven-member commission, which includes four high-ranking retired military officials from the Army, Navy, Air Force and National Guard, visited bases around the world. Hutchison, who has urged Rumsfeld to seek budget savings by closing bases abroad, "is most concerned about the servicemen and women returning from overseas. She wants to make sure that we are looking at every option before we shut down a single installation.

DoD Weight Allowance Increase

The House of Congress passed a provision amending title 37, United States Code, to increase the authorized weight allowances for the shipment of baggage and household effects of senior noncommissioned officers of the uniformed services.

Household-goods weight allowances for a member of the uniformed services during a permanent change of station move are currently set as a grade-based benefit rather than reflecting the normal accumulation of goods during the career of the member and as the member's family grows. The Committee felt it unacceptable to continue to tolerate an undeniable aspect of the life of a senior noncommissioned officer which is the jettisoning of personal property prior to a permanent change of station move in order to avoid the financial penalties that must be paid for household goods weights that exceed the permitted weight allowances.

The Committee felt that an increased household goods weight allowances for senior noncommissioned officers and their families would serve as a career incentive and provide fairness to those members who have made military service a career. As a result Section 644 of the FY 2006 Defense Authorization Act increased Weight Allowances for Shipment of Household Goods of Senior Noncommissioned Officers with and without dependents serving in enlisted grades of E-9, E-8, and E-7.

Base Closure and Realignment(BRAC) Report

On May 13, The Pentagon announced its BRAC hit list. While lawmakers from Connecticut and South Dakota — both hard hit by Defense Secretary Rumsfeld's recommended defense base closures and realignments — are fighting to keep their bases intact, members from districts that stand to gain from the 2005 BRAC round are busy touting their successes.

Maryland stands to add more jobs than any other state, but unlike other potentially large beneficiaries, those gains are mostly civilian and contractor, rather than military, jobs. The state stands to lose 1,570 military jobs, while adding 9,012 civilian and 1,851 contractor jobs.

Fort Meade, located in the district of Democratic Rep. C.A. (Dutch) Ruppertsberger (MD), accounts for more than half of Maryland's potential job gains from this BRAC round. Ruppertsberger, along with Rep. Benjamin Cardin (D-MD), whose district is home to many Fort Meade employees, met with business leaders from Anne Arundel County soon after the recommendations were announced.

Business leaders expressed concern about the added stress on area infrastructure, especially roads, and said that planning for the influx is key, a spokeswoman for Ruppertsberger said.

President Bush's home state of Texas also expects large gains. There, Fort Bliss, located in the district of Rep. Silvestre Reyes (D-TX), stands to gain 11,501 jobs — more than any other base, with the exception of Virginia's Fort Belvoir.

Fort Belvoir is located in the districts of Rep. James Moran (D) and Government Reform Committee Chairman Tom Davis (R), and is slated to gain 11,858 jobs.

In all, 22 states stand to gain from this BRAC round. Nationwide, the recommendations would cut more than 18,000 civilian jobs and nearly 11,000 military jobs, while adding nearly 3,000 contractor positions.

Since contractors shoulder the burden of their employees' benefits, adding those jobs rather than hiring civilians can save the military money.

Federal Workers Win Job Contests

*By Christopher Lee
Washington Post Staff Writer*

The federal government spent \$110 million last year to determine whether 12,573 federal jobs could be done more efficiently by private contractors, with in-house workers winning 91% of the time, according to an Office of Management and Budget report.

The annual report on President Bush's "competitive sourcing" initiative said that the government spent \$74 million on the public-private job competitions at Cabinet departments and major agencies, and \$36 million on the "fixed costs" of overseeing the program.

More than 9,600 other jobs were also studied in competitions begun but not completed in 2004.

OMB officials say the expenditures will be more than offset by the anticipated savings of \$1.4 billion over five years from forcing agencies to grapple with how to provide services more efficiently, either through restructuring or hiring contractors.

"Competition has opened the door to new and better ways of completing jobs in the government," David H. Safavian, OMB's administrator for federal procurement policy, said yesterday in a written statement. "We are seeing an unmistakable link between the strategic application of competition and an agency's ability to save taxpayer dollars through consolidations, results-oriented performance standards and the leveraging of technology."

Leaders of federal employee unions doubt the administration's claims of future savings. They say the 91% win rate of the in-house teams underscores their contention that the Bush initiative does more to provoke anxiety among federal workers than to save money for taxpayers.

"Their projected savings figures are exaggerated," Colleen M. Kelley, president of the National Treasury Employees Union, said in an interview. "Time will tell if that kind of money is saved, and I believe it will not be."

John Gage, president of the American Federation of Government Employees, said in a statement that OMB should "finally acknowledge the superiority of the in-house workforce it has so slandered and bullied over the last several years."

Leaders of contractor organizations said the report shows that the participation of contractors is crucial to achieving savings, and that OMB should do more to ensure a level playing field.

Stan Z. Soloway, president of the Professional Services Council, noted that more than half of the competitions involved bids from only one contractor or no contractor at all. The biggest projected savings were found in cases in which one or more contractors were angling for the work, he said in an interview.

"Competition, we know, is a key factor here," he said.

In 2003, federal agencies studied 17,595 federal jobs and found civil servants to be superior to contractors 89% of the time. The competitions cost agencies \$88 million that year, and OMB officials projected \$1.1 billion in savings.

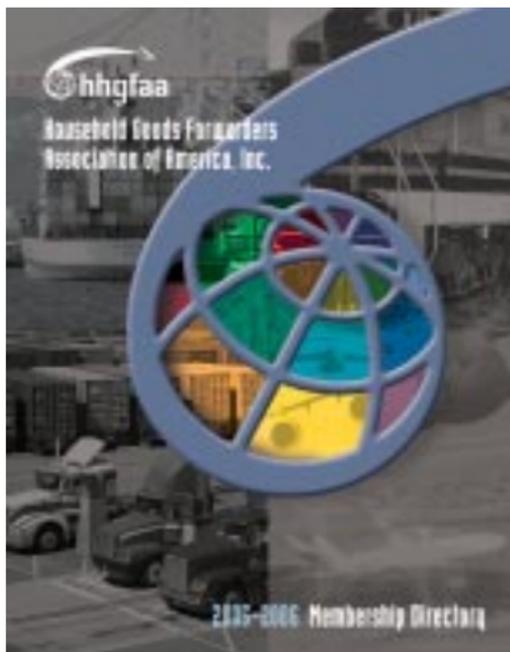
Chris Jahn, president of Contract Services Association of America, said the initiative has helped taxpayers, but contractors have too often been on the losing side.

"You've got the public sector winning 90 percent of the time several years running now," Jahn said. "And what is going to happen is that these tremendous savings are going to go away, because the private sector isn't going to compete. And you are already seeing evidence of that."

Hot Off the Presses: HHGFAA's 2005–2006 Annual Membership Directory

It's that time of year again — and the 2005–2006 HHGFAA Annual Membership Directory will soon be in your mailbox, just in time for the busy summer moving season.

When your copy arrives, keep it handy and use it often. Meanwhile, don't forget that the same up-to-date information can be found on the HHGFAA Website, www.hhgfaa.org.



IMPORTANT: Don't forget to advise HHGFAA **in writing** whenever your address, phone/fax numbers, e-mail address, or any other contact information changes. You'll want your fellow HHGFAA members to be able to contact you easily, so please notify HHGFAA promptly of any changes.

It's a Fact ...

The average size of an interstate shipment is 6,900 pounds, approximately equivalent to six full rooms with appliances.

IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

Full Page \$ 2,550
7-1/2" wide x 10" high

1/2 Page \$ 1,350

- Horizontal format: 7-1/2" wide x 5" high
- Vertical format: 3-3/4" wide x 10" high

1/3 Page \$ 950

- Horizontal format: 7-1/2" wide x 3-1/4" high
- Vertical format: 2-1/2" wide x 10" high
- Box format 4-1/2" wide x 5" high

1/4 Page \$ 700

- Horizontal format: 4-1/2" wide x 3-3/4" high
- Vertical format: 3-3/4" wide x 5" high

1/6 Page \$ 425

- Horizontal format: 4-1/2" wide x 2-1/2" high
- Vertical format: 2-1/4" wide x 3" high

1/8 Page \$ 350

- Horizontal format only: 3-3/4" wide x 2-1/2" high

NOTE: Prices shown are the **total cost** for one year (six issues). For 2-color ad (black and burgundy or black and reflex blue only), add 10%. For 4-color ad (separations or electronic files must be supplied), add 25%.

Deadlines to receive new artwork:

July/August Issue July 15, 2005
September/October Issue September 11, 2005
(ANNUAL MEETING ISSUE)
 November/December Issue November 10, 2005
 January/February 2005 Issue January 20, 2006
 March/April Issue March 15, 2006
 May/June Issue May 20, 2006

**For further information about Portal display advertising or classified ads,
contact Belvian Carrington at HHGFAA (after May 1, 2005 at new address below):**

5904 Richmond Highway, Suite 404 • Alexandria, VA 22303
 Phone: (703) 317-9950 • Fax: (703) 317-9960 • E-mail: bel.carrington@hhgfaa.org

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

The Portal now accepts computer-generated files, graphics, and ads supplied on PC- or Mac-compatible floppy or Zip disks or CD-ROMs. **DO NOT SEND ADS BY E-MAIL.**

When providing electronically-generated advertisements, your disk **MUST** be accompanied by a printout showing what the ad should look like. **HHGFAA will not accept disks that arrive without a hard copy proof.**

In addition, advertisers must provide the following information along with the disk. Please use this checklist to ensure that you send everything that will be needed to accurately place your ad:

- Disk with ad (floppy, Zip, or CD-ROM)
- Printout or hard copy proof
- ___ 4-color ___ 2-color ___ black-and-white
- Note format: ___ PC ___ Mac
- Note program used to create the ad
 - ___ Quark: specify version _____
 - ___ PageMaker: specify version _____
 - ___ Corel: specify version _____
 - ___ Illustrator: specify version _____
 - ___ Other (specify): _____

PLEASE NOTE: **We do not accept ads created in Publisher.**



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San Diego, California

Sept. 11–25, 2005

FIATA World Congress
Moscow, Russia

Sept. 19–20, 2005

Military/Industry Meeting
Alexandria, VA

Sept. 19–20, 2005

Canadian Association of Movers
2005 Annual Conference and Golf
Tournament
Toronto, Canada

Oct. 20–21, 2005

PAIMA Convention
Washington, DC

Oct. 22–25, 2005

HHGFAA 43rd Annual Meeting
Washington, DC

Nov. 1–3, 2005

GSA Workshop on Travel, Transportation
& Personal Property Programs
Rosslyn, VA

Feb. 22–24, 2006

GSA Household Goods and
Freight Forum
Garden Grove (Anaheim), CA

April 8–11, 2006

AMSA Annual Convention & Trade Show
Ponte Vedra Beach (Jacksonville), FL

April 23–27, 2006

FIDI Conference
Beijing, China

Oct. 9–12, 2006

HHGFAA 44th Annual Meeting
San Francisco, California

Oct. 14–17, 2007

HHGFAA 45th Annual Meeting
New York, New York