

United States Senate

WASHINGTON, DC 20510-4606

February 20, 2015

COMMITTEES:
FINANCE

BANKING, HOUSING, AND
URBAN AFFAIRS

BUDGET

INTELLIGENCE

RULES AND ADMINISTRATION

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

Dear General Selva:

I write to request additional information on your recent decision to continue the use of International Auto Logistics (IAL) as the primary contractor hired to ship service members' privately owned automobiles to and from overseas destinations under the Global Privately Owned Vehicle Contract (GPC III). Your spokesman recently said that IAL has briefed you on a plan to rectify the deficiencies in IAL's performance, and that you believed the contractor would be better prepared for the summer peak season when many military families are directed to move overseas. I seek this clarification on behalf of constituents who have told me it is difficult enough to move a family overseas without also having to worry if the family vehicle will arrive on time as these families try to get acclimated to new jobs, new schools and other challenges that are often part of an overseas move.

One of the most troubling aspects of IAL's performance was that IAL was unable to tell me how many cars were overdue, or where they were. Since this problem emerged last summer I have worked with you and your staff to assist several hundred service members locate their cars when they could not get accurate information from the contractor. I do not believe it should be TRANSCOM's, or a U.S. Senator's job, to do the work for a contractor who is getting paid by the taxpayers to provide a service.

I appreciate that TRANSCOM and IAL continue to work to meet the 98% required delivery date standard, and that you and IAL are hopeful that the upcoming peak shipping season will be better, but I request that you brief me as soon as possible on the concrete actions IAL has taken to improve performance and why you believe their new plan will be successful. Specifically, I request you provide me the following information:

- What fundamental changes has IAL implemented that gives you confidence that they will meet the 98% on time delivery rate as required by the contract? Has IAL added more staff or updated information management systems?
- Does IAL's new plan allow them to operate independently, unlike last summer when TRANSCOM staff had to jump in to fix the crisis that developed when on-time delivery rates plunged to as low as 20%?

- What is your backup plan if IAL's proposed mitigation strategy is unsuccessful and on-time delivery rates begin dropping during the peak summer season?
- How many cars are currently past due?
- What additional notifications will you put in place to ease the minds and wallets of service members and their families after they receive the initial notification that their vehicle will be late?
- What additional reporting requirements will you request of IAL in order to better track the location, estimated delivery, and identifying information of each vehicle that is shipped by IAL?
- What impact will the recent loss of two of IAL's key shipping subcontractors have on delivery rates? How will IAL replace that loss of capacity?

If you have any questions, please contact Mark Brunner at 202-224-2023 or mark_brunner@warner.senate.gov. I appreciate your attention to this issue and your willingness to work closely with me on this matter. Thank you for your time and consideration.

Sincerely,



MARK R. WARNER
United States Senator