

Interstate Service Group News

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In The News

Last December, Secretary of Defense Donald Rumsfeld announced a significant reduction of US troops in Iraq, as ordered by President George W. Bush. The 1st Infantry Division's 1st Brigade at Ft. Riley will not be sent to Iraq, and the 1st Armored Division's 2nd Brigade will stay in Kuwait. Each unit contains approximately 3500 soldiers. By not deploying these two teams, the number of combat brigades in Iraq will be cut to 15, bringing total US strength in Iraq under 138,000 by the end of Spring.

SDDC announced January 5, 2006 they will allow brokers into the current DOD program, effective with the Winter 2006 rate filing cycle, which begins in fall 2006. SDDC also changed the next open window for new carrier/broker approval to February 2006, instead of the Fall 2006 date as listed on their website.

It appears this announcement may be acknowledgement that the strategic pause delaying the start of the Families First Program will extend sufficiently beyond November 2006, so that it's worth changing the rules to let brokers in at that date.

After a long campaign to increase weight allowances of household goods for Senior NCOs, Congress approved increases in 500 & 1000 lb. increments, effective 1 January.

	Paygrade	Old Limit	New Limit
Single	E-7	10,500 lbs.	11,000lbs.
	E-8	11,000 lbs.	12,000 lbs.
	E-9	12,000 lbs.	13,000 lbs.
Families	E-7	12,500 lbs.	13,000 lbs.
	E-8	13,500 lbs.	14,000 lbs.
	E-9	14,500 lbs.	15,000 lbs.

2005 — A Year In Review

For our team, 2005 has been the best year yet!

We've ended the year with bookings and revenue up, TQAP scores improved over last year and continually improving with each cycle! We saw a measured improvement in the overall quality for our customers. We have welcomed over thirty (30) new Service Providers joining the Interstate family, and visited 16 different TMOs. Perhaps most importantly, we were proud to receive our **fourth** SDDC Quality Award!

During the past year, we have implemented various programs, all geared toward enhancing the overall quality of service provided to our military customers. One of the key services launched this year was our fire-arms control program, which keeps a watchful eye on every firearm we move. Equally important is the new I-CAR&E™ Program; we are already seeing improved service throughout our fleet and our service provider network. In looking back over 2005, we are noting areas that could still be improved, and we will focus on these areas in the coming year. Our 2005 review: "We are pleased, but far from satisfied."

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It is very important to state that the success we enjoyed this year is directly attributed to our wonderful network of Service Providers and haulers, as well as the professional staff members of our transportation offices.

Thank you to all for your continual hard work and top-notch effort!

Contributing To Victims Of Hurricane Katrina

Immediately after the devastating effects of Hurricane Katrina, Interstate started an in-house fund drive that collected \$1800, as well as a company donation of \$2200, for a total contribution of \$4000 directly to the Salvation Army. Unfortunately, the Gulf region still remains in dire need of assistance. Interstate continued to help last month as our driver Michael Terry and teachers from a local elementary school filled a trailer with books for the hurricane victims in Mississippi. Interstate has a long history of community service and we will continue to offer a helping hand to those in need.



The Interstate 2005 Booking Awards

The following Service Providers have achieved the IVL "Top Booker of the Year" award for the category indicated based upon their 2005 Code 1 bookings:

Platinum Award

Ace Van & Storage Co. Inc., Springfield, VA

Gold Award

Academy Van & Storage Co. Inc., Norfolk, VA
Security Stg. & Van Co. of Newport News, VA

Silver Award

Roger Ward North American, Killeen, TX
Interstate Moving Systems, Landover, MD
Modern Moving Ltd., Rome, NY
Reads Moving Sys. of FL Inc., Jacksonville, FL
Great American Movers, Sacramento, CA
EDC Moving Systems, Inc., San Antonio, TX
Sentinel Movers Inc., Pensacola, FL
ITS Global Relocation Services, Portland, OR
Azar Storage Inc., Annapolis, MD
Canova Moving & Stg. Co., Inc., Fairfield, CA
La Mesa Transfer & Storage Inc., La Mesa, CA
North Texas Moving & Stg Inc., Wichita Falls, TX

Bronze Award

Terminal Storage Co., Inc., Fayetteville, NC
Bailey Moving & Stg Co., Inc., Manhattan, KS
Atlantic Distribution Services Inc., Exeter, NH
A-1 Freeman Relo. Services, San Antonio, TX
International Van Lines, Santa Maria, CA
A & A Moving Systems Inc., Kingsville, TX
Haynes Transportation Co., Pensacola, FL
Action Moving & Storage Inc., West Monroe, LA
Bremerton T & S Co, Ltd., Port Orchard, WA
Andy Anderson Van Lines, Abilene, TX
Greater Dayton, Moving & Storage, Dayton, OH
International Moving & Storage, Fayetteville, NC
A-1 Freeman N. American, Oklahoma City, OK
Ace Relocations Inc., Ft. Walton Beach, FL
ABC Moving & Stg. Co., Inc., Port Orchard, WA
All Metro Movers LLC, Grandview, MO

**We extend our sincerest appreciation
to all of our Service Providers—
keep up the good work in the new year!**



Sixth Graders from Cherry Run Elementary School brightened up the holidays by performing holiday carols for Interstate employees at our headquarters in Springfield, VA

Mold & Mildew Reminder

During the winter months, snow and ice may cause mold and mildew on furniture, boxes or other household items at residence. Therefore it is imperative to be proactive and make note of any fungus you see or smell BEFORE packing takes place. If something is detected, ensure the carrier and origin base are aware immediately. Molded or mildewed items should never be loaded on a truck, and it may even be necessary to postpone or cancel the shipment. If anything is noted after pick up but prior to delivery, every attempt should be made to clean the item, but disposal may be required. If the customer detects mold or mildew at destination, the item cannot be left at residence. In any case, always make the proper documentation, especially with pictures.

Just The Fax

Submitting paperwork to JPPSO Colorado Springs is a snap! Please fax the annotated GBL, DD Form 619, signed weight tickets and inventories to 719-554-6174. Submitting the correct forms quickly & efficiently makes everyone's job easier.

Saluting Professionals

Interstate would like to salute the following individuals for their professionalism and commitment to customer satisfaction:



Carl Atcher—
Long distance driver, Louisville, KY
Caroll Behney—
TMO, NAS Dallas, TX
Linda Hayes—
Moving Solutions, Milpitas, CA
Robin Olden—
Alaska Forwarding Services,
Seattle, WA
Raul Sotez—
Interstate Helper, Springfield, VA

I-CAR&E™ Superior Performance Recognition

Customer satisfaction is the key to the success of the Interstate Team. Measuring our efforts to provide superior service is accomplished through the evaluations provided by our military customers. When they rate our service, it is broken down into the various components that make up a move, such as the survey process, packing, loading, and delivery (direct or via SIT). It is based on a scale of 1 (very poor) to 5 (excellent). For our shipments delivered to our military customers during the period of October 2004 through the end of November 2005, for Service Providers with at least 15 or more evaluations, these are our top ten agents:

Survey Evaluations

Agent	Base	% Moves With Evaluations	Rating
1. Alaska Forwarding Service	JPPSO Anchorage	23%	4.86
2. Cray Transfer & Storage	Patrick AFB	27%	4.69
3. International Moving & Storage	Vandenberg AFB	44%	4.61
4. Colorado Moving & Storage	JPPSO Colorado Springs	31%	4.55
5. Doyle Transport Inc.	JPPSO Colorado Springs	48%	4.54
6. Terminal Storage Co.	Ft. Bragg	39%	4.51
7. Bremerton T & S Co Ltd.	FISC Bremerton	34%	4.51
8. Tennis Moving & Storage	Port Hueneme	61%	4.51
9. La Mesa Transfer & Storage	FISC San Diego	41%	4.50
10. Bailey Moving & Storage Co. Inc.	Ft. Leavenworth	32%	4.50

Packing Evaluations

Agent	Base	% Moves With Evaluations	Rating
1. Cray Transfer & Storage	Patrick AFB	27%	4.50
2. Alaska Forwarding	JPPSO Anchorage	23%	4.50
3. A-Able Transfer & Storage	FISC Pensacola	58%	4.41
4. La Mesa Transfer & Storage	FISC San Diego	41%	4.38
5. Bailey Moving & Storage CO. Inc.	Ft. Leavenworth	32%	4.37
6. Bremerton T & S Co., Ltd.	FISC Bremerton	34%	4.36
7. A-1 Freeman North American	JPPSO San Antonio	32%	4.36
8. Worldwide Movers	JPPSO Northeast	55%	4.33
9. Garttmeyer Moving & Storage	NS Philadelphia	33%	4.28
10. Gerold Moving & Warehouse	Scott AFB	41%	4.26

Superior Service By Base

Base	State	% Moves With Customer Survey	Customer Satisfaction
1. Ft. Riley	Kansas	27%	95%
2. Vandenberg AFB	California	24%	91%
3. JPPSO Anchorage	Alaska	24%	90%
4. Patrick AFB	Florida	30%	90%
5. FISC San Diego	California	36%	89%
6. NICP Philadelphia	Pennsylvania	38%	89%
7. Travis AFB	California	27%	87%
8. Scott AFB	Illinois	34%	87%
9. NAS JRB Ft. Worth	Texas	41%	87%
10. ISG Port Hueneme	California	44%	86%

Overall Evaluation Results

Time Period	% Completing Survey	Survey Rating	Packing Rating	Loading Rating	Delivery Rating
Jan-Dec 2004	16%	4.11	3.94	4.19	4.03
Jan-Dec 2005	36%	4.19	3.90	4.22	4.17
Oct-Dec 2005	29%	4.30	3.99	4.28	4.20

Military Customer Satisfaction

Number of surveys received by quarter for 2005:

January to March—767

April to June—1004

July to September—1231

October to December—367

Military Customer Satisfaction

Evaluation Period	% Moves Evaluated	Military Customer Satisfaction
Oct-Dec 2004	24%	81%
Oct-Dec 2005	29%	84%

Department of Defense Update

Industry associations have submitted comments to the U.S. Transportation Command (TRANSCOM) regarding its proposed Defense Transportation Coordination Initiative (DTCI). DTCI is a program to award a single contract to a logistics provider to arrange all DOD freight shipments. Currently it does not include household goods, except for the linehaul portion of DPM shipments, but it is being watched closely, especially as SDDC continues to have difficulties with the Families First Program.

Comments noted that SDDC had tried a similar concept on household goods shipments, and it had been a failure, with higher costs to pay the middle man and no improvement in service. Associations urged DOD to consider other alternative approaches. Specific comments asked for clarification on how the DPM will work, especially relating to the liability of the DTCI contractor versus the DPM contractors. We also asked why DOD was not mandating the use of PowerTrack or DTOD, the military's mileage guide, or even the use of DOD-approved carriers. Associations also asked about the applicability of the Service Contract Act in this FAR-based contract.

In Memoriam

On January 3, 2006, the Interstate team lost an Executive Vice President and good friend as Frank Pulley succumbed to complications of a stroke. As Interstate's CFO he contributed to our success for over 30 years and will be greatly missed. Please keep his family in your thoughts and prayers.

New Friends For The New Year

Interstate would like to give a "Top Hat" welcome to our newest Service Providers—thank you all for joining our team.

A A Star Transfer Co., Inc.—Aberdeen, WA
A Hi-Land Transfer Inc.—Panama City, FL
A Moving Services, Inc.—Augusta, GA
Advantage Relocation Systems—Columbia, SC
Apex & Robert E. Lee Moving & Storage—Antioch, TN
Azalea Moving & Storage, Inc.—North Charleston, SC
Graebel/Orlando Movers—Orlando, FL
Grayport Transfer & Storage Co.—Aberdeen, WA
M & W Transfer LLC—West Monroe, LA
State Fair Moving Storage, Inc.—Sedalia, MO
The Inland Sea Inc.—El Paso, TX

Ft. Sam Houston's Future Project

San Antonio's Ft. Sam Houston plans to launch a major expansion, including 13,575 students and employees and 5000 families. This will entail construction of no less than 46 buildings, one of which would be a replacement of Brooks City's Directed Energy Lab. Building costs are expected to reach \$2 billion, with one goal of Ft. Sam Houston becoming a joint-service medical training facility for enlisted personnel.

Ft. Lewis & McChord To Team Up

Under the current BRAC proposal, Tacoma's two large bases, Ft. Lewis and McChord AFB, could be jointly reconfigured and expanded. Last year, Ft. Lewis gained more than 5000 troops and hundreds of deployed soldiers are scheduled to return to early this year. The base will likely absorb an additional 3300 members over the next two years. If these trends continue, the base's active duty constituency could exceed 30,000 active duty soldiers. The Army deems this necessary to adapt to the Global War on Terrorism and provide support to current and future operations overseas.

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