



May 14, 2025

Dear Members of the California Congressional Delegation,

On behalf of the California Moving and Storage Association (CMSA), the largest state-level moving association in the nation, representing approximately 550 companies that serve the California moving public. We respectfully urge you to support halting the implementation of the Global Household Goods Contract (GHC) until the Government Accountability Office (GAO) completes its pending review. The GHC transition is already having far-reaching consequences for military families and the businesses that serve them, nowhere more so than in California.

As the largest origin and destination state for Department of Defense (DoD) household goods shipments, California plays a uniquely vital role in the success of the military's relocation program. From Marine Corps Base Camp Pendleton to Naval Base San Diego and Travis Air Force Base, our member companies are on the front lines of supporting tens of thousands of service members and their families through Permanent Change of Station (PCS) moves every year.

Despite the initial goal of the GHC to improve moving experiences for military families, the rollout has resulted in considerable operational breakdowns and economic uncertainty. Delayed pickups, lost shipments, limited shipment visibility, and poor communication are just some of the issues service members continue to face. Moving companies, in turn, are struggling under unclear contractual expectations, limited subcontracting transparency, and new cost burdens, including the unexpected application of the Service Contract Act.

In light of these persistent issues, we are encouraged by the leadership shown by the U.S. Army, which recently announced it would cease issuing further orders under GHC. This decision reflects the seriousness of the program's current failures and the need for a deliberate reassessment. We believe Congress should follow suit by exercising similar leadership and ensuring that implementation is paused until the GAO's findings are released and understood.

We also strongly advocate for greater transparency. Unlike TRANSCOM's public performance dashboard for the Defense Personal Property Program, there is no accessible data to show how the Global Household Goods Contract (GHC) is performing. Reports have surfaced that HomeSafe Alliance, the party awarded the GHC, recently returned, failed to service over 5,000 shipments, yet without verified data, neither the Service Branches, industry, nor Congress can accurately assess the program's effectiveness. This lack of visibility undermines accountability and leaves service members in the dark about the reliability of their household moves.

As the largest state association serving the DoD moving program and the one most directly impacted by these changes, CMSA believes strongly that a successful national relocation system must be built in partnership with industry. That means addressing the logistical, financial, and operational concerns that are now threatening long-standing business relationships and degrading service quality for military families.

We stand ready to support reforms that ensure a sustainable, transparent, and effective PCS process. We urge your attention and leadership on this critical issue and welcome the opportunity to collaborate further.

Respectfully,



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