

Association of Florida

May 15, 2025

Dear Members of the Florida Congressional Delegation,

On behalf of the Professional Movers Association of Florida (PMAF) and the dedicated professionals we represent across the state, we urge the Florida Congressional delegation to step in and address the deeply flawed rollout of the Global Household Goods (GHC) contract. Swift action is needed to protect military families from further disruption and to support the local businesses that have long ensured their safe and reliable relocation.

Florida plays a critical role in our national defense, home to key military installations like MacDill Air Force Base, Eglin Air Force Base, Naval Air Station Jacksonville, and others. Our members have proudly supported the Department of Defense for decades, coordinating Permanent Change of Station (PCS) moves with professionalism, care, and respect for the unique challenges service members face.

The GHC contract was meant to streamline and improve the moving experience for military families. Instead, it has caused widespread confusion, delays, and communication breakdowns, leaving families stranded during one of the most stressful times in their lives. These failures are personal to the men and women who serve our country, and the dedicated professionals who serve our heroes.

Recent reports from Florida media outlets have illustrated just how serious the situation has become:

- Action News Jax: [Military moving issues: Rates for service providers 'not favorable' under new program](#)
- Action News Jax: [After the military switches to a new company, moving issues continue](#)
- News 4 Jax: ['There's some fundamental flaws': A new approach to military moves is raising red flags](#)

These headlines reflect deep, systemic issues. Moving companies across Florida are now facing new regulatory burdens, reduced shipment visibility, delayed payments, and widespread confusion over contract requirements. The first-time application of the Service Contract Act within the GHC — without sufficient guidance from TRANSCOM, the Department of Labor, or the contractor — has created bureaucratic uncertainty that threatens the participation of local companies.

Perhaps most concerning is the absence of verifiable performance data under the GHC system. Under the prior Defense Personal Property Program (DP3), a public dashboard allowed stakeholders to monitor outcomes and hold the system accountable. GHC, by contrast, operates behind closed doors. Though credible reports are circulating that the GHC handed back over 5,000 shipments to TRANSCOM for rebooking under the DP3 system. However, without access to clear data, there's no way to confirm or refute these claims. Industry leaders, military families, and lawmakers are left to navigate blind, unable to measure success, identify failures, or advocate for informed improvements.

The recent decision by the U.S. Army to suspend new orders into the GHC system due to persistent performance failures should be a clear signal to policymakers that further review and course correction are urgently needed.

We respectfully urge Congress to terminate the GHC contract — or at a minimum, pause its rollout until the Government Accountability Office completes its ongoing review. Rushing prematurely without addressing the program's serious shortcomings will only deepen the disruption and risk dismantling the trusted network of local moving companies that have faithfully supported our military for decades.

We appreciate your attention to this urgent matter and stand ready to be part of the solution.

Sincerely,



Gloria Pugh
President
Professional Movers Association of Florida



Cory Gruver
Executive Director
Professional Movers Association of Florida