



*Moving Forward Together*



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- **Audio Issues / Help**
  - Reach out to the HomeSafe panelists through the chat.



# Welcome!

## HomeSafe Alliance – Service Provider Partner Webinar

Margaret Reeger, Manager, External Affairs



## Administrative Remarks

- Please use the chat feature to ask questions directly to the panelists.
- The slide deck will be uploaded to HomeSafe Alliance website after the webinar.
- Majority of pre-submitted questions will be addressed during the presentation; remaining questions will be addressed during the Q&A session.
- If we run out of time during the Q&A session, we will follow up with you with a response.
- This webinar will be a reoccurring event; targeting Aug 2024 for next webinar.
- Participants have been muted to allow us to present the full agenda.



# Agenda

Time	Topic	Speaker	Duration
1:00	Opening/Admin Remarks	Margaret Reeger	5 Min
1:05	CEO's Comments	Bobby Nicholson	10 Min
1:15	First Moves/Phase-In Updates	Matt Dolan	10 Min
1:25	Service Provider Experience	Caleb Mixon	10 Min
1:35	Procurement & Supply Chain Updates	Jim McAvey	10 Min
1:45	Service Provider Training	Stephen Filonow	15 Min
2:00	Q&A Session	Margaret Reeger	20 Min
2:20	Closing Remarks	Bobby Nicholson	10 Min
2:30	End of Session		

\*All Times Listed in CDT







# HomeSafe CEO's Comments

Bobby Nicholson





# First Moves Updates & Phase-In Plan

Matt Dolan





# HomeSafe First Moves Findings and Updates

## ■ First Service Areas activated by TRANSCOM

- 576 Jacksonville, NC / 077 San Diego Metro, CA / 076 San Diego, CA / 056 Los Angeles, CA
- 816 Norfolk, VA / 840 Seattle, WA / 832 Bellingham, WA / 841 Seattle Metro, WA

## ■ Phase-In Planning

- HomeSafe has received Move Task Orders coming outside of the first 8 Service Areas
- USTC is signaling adding additional Service Areas during Peak Season, increased Phase-In in Q3/Q4 2024
- Total Domestic Phase-In by Q1 2025

## ■ First Local Move Locations and Move Task Order Received, 100% On-Time Pickup

	California	North Carolina	Washington
April	2	2	1
May	5	5	3
June	4	1	4

## ■ Average Estimated Weight

- ~10,500 lbs.

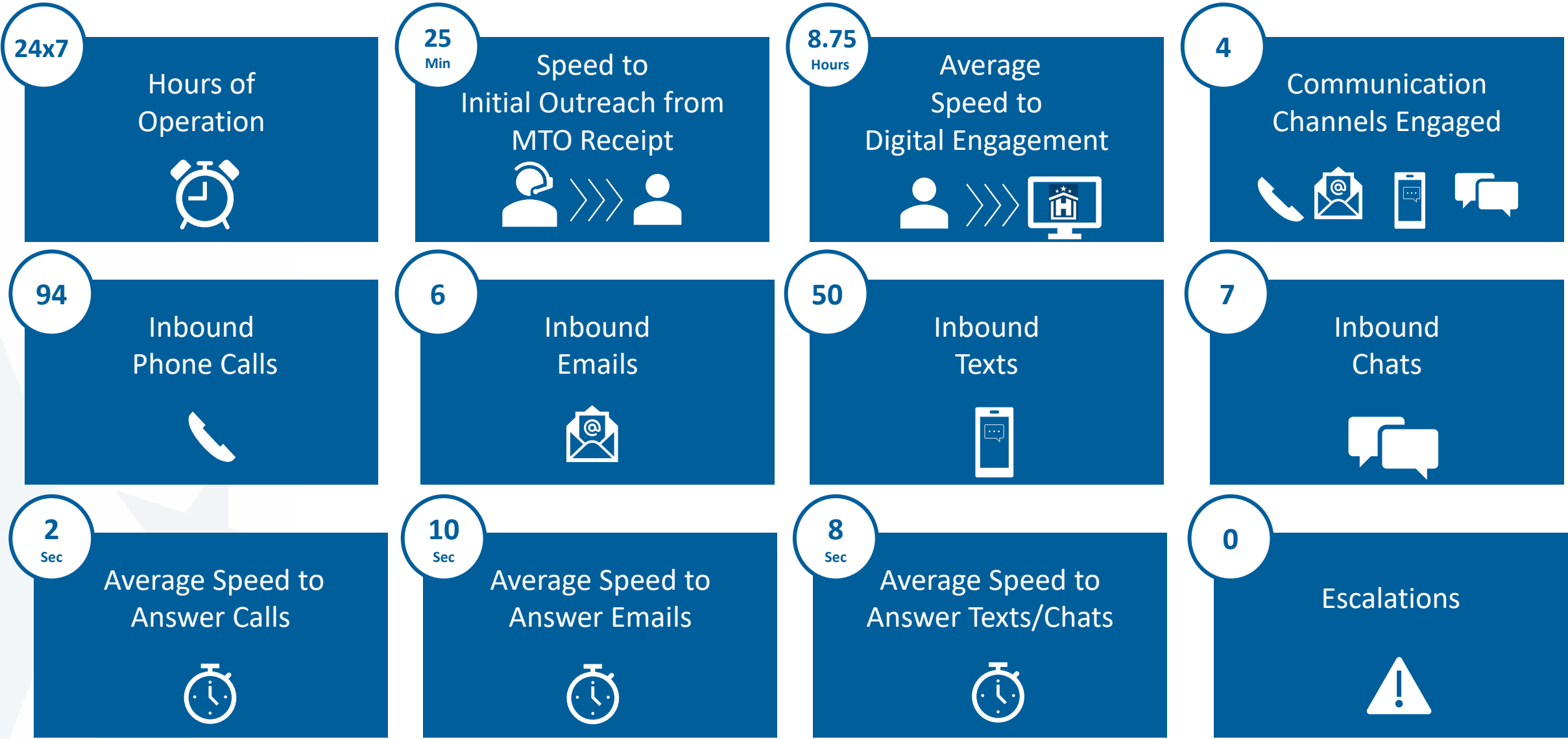
## ■ Average Lead-Time from Move Task Order Received to Load Date

- ~32 Days





# Customer Care by the Numbers (first 30 days)





# First Move Feedback from Customer and TRANSCOM

## Feedback from TRANSCOM on first local moves

- Customer Experience
  - *“This process has so far been easier than others I have done, so thank you again.”*
  - *“Everything’s running smooth... one of the smoothest moves I’ve had... it’s been really good.”*
- First CSS scores being submitted by Customers – **ALL “5s” – PERFECT SCORES!!**

## Interaction with TRANSCOM during first Move Task Orders

- USTC WAR Room established
- HomeSafe has open and ongoing dialogue with USTC

## Interaction with PPSO/JPPSO during first Move Task Orders

- Great communication with Network team and JPPSO/PPSOs
  - QAE from local installations present at Customer homes
- Government is active in CRM, over 700 employees have completed HomeSafe CRM training
- HomeSafe leadership present at first moves



# Customer Satisfaction Survey (CSS) & Carrier Quality Index (CQI)

CQI Service Score	CSS Likert Survey Results	Service Outcome
5	Strongly Agree	Passing
4	Agree	Passing
3	Neither agree nor disagree	Passing
2	Disagree	Failing
1	Strongly Disagree	Failing

KPI's	Quality	Timeliness	Culpable Claims
Weight	60%	25%	15%
CQI Service Score	CSS Survey Results	Shipment Data	Claims Data
5	Strongly Agree	On-Time	\$0 to \$500
4	Agree	2 Days Late	\$501 to \$750
3	Neither agree nor disagree	3 Days Late	\$751 to \$1,000
2	Disagree	4-8 Days Late	\$1,000 to \$2,000
1	Strongly Disagree	8+ Days late	\$2,000 +



# Service Provider Experience

Caleb Mixon





# Service Provider Experience

## Engagement

- Value of getting involved early
- International or LTL/FTL providers

## Feedback via Working Groups

- Quick Wins
- Tech
- Streamlined for provider

## JPPSO/PPSO Alignment

- On-site visits by HSA
- QAE coordination

## HSA Pricing on MTOs

- No comp schedules to reference (submitted question)
- FRA clarification (submitted question)
- NET 30 days invoicing

## Rate Calculator Mechanics

- Local linehaul to be computed using like zip codes
- Calculator not including FSC

- Fuel Rate Adjustment (FRA) Calculation
- The baseline price is \$2.50 and all fuel adjustments are based on the weekly U.S. No. 2 Diesel (On-Highway, All Types) Retail prices published by the Department of Energy (DOE) found at <http://www.eia.gov>.
- The adjustment per mile is based on the tonnage of the shipment as follows:
  - For shipments up to 5,000 lbs, the amount is \$0.000417 per mile.
  - For shipments between 5,001 and 10,000 lbs, the amount is \$0.0006255 per mile.
  - For shipments 10,001 to 24,000, the amount is \$0.000834 per mile.
  - For shipments over 24,001 lbs, the amount is \$0.00139 per mile.
- The adjustment per mile is multiplied by each cent above the \$2.50 baseline.





# HomeSafe Alliance Shipment Calculator

Shipment Rate Calculator

Domestic Household Goods

Instructions: Generate the estimated payment that the agent will receive by entering in the origin and destination zip 3s, along with the weight and pickup date of the shipment

General Information  
Agent Payments are for single, non consolidated shipments  
Estimated Payments do not include the PowerTrack Fee reduction  
If the *estimated mileage* is unknown, an agent pay total will not be calculated  
Zip 3s cannot match and must be different  
**Values shown are subj. to change and represent an estimated payment from HomeSafe Alliance**

Origin Zip 3	Dest. Zip 3	Weight (LBs)	Req Pickup Date	Estimated Mileage
921	235	5,000	1/1	2,666

APU	SIT
No	No

San Diego, CA to Norfolk, VA

<u>Origin Services</u>	<u>Packing</u>	<u>OA Fee</u>		
\$1,407	\$1,220	\$188		
<u>Hauling Services</u>	<u>135A (Origin)</u>	<u>Linehaul</u>	<u>135B (Destination)</u>	<u>Unpacking</u>
\$3,896	\$128	\$3,519	\$106	\$144
<u>Destination Services</u>				
\$0				
<u>Total Agent Pay</u>				
\$5,304				



# Service Provider Facing Departments

## Quality & Training

(Steve Filonow)

On-boarding of SPs  
SP Training  
CQI Evaluation and Quality  
Management

## Network Development

(Caleb Mixon)

SP General Communications  
Pricing  
Capacity Discussions  
On-site visits/evaluation  
Quality Management

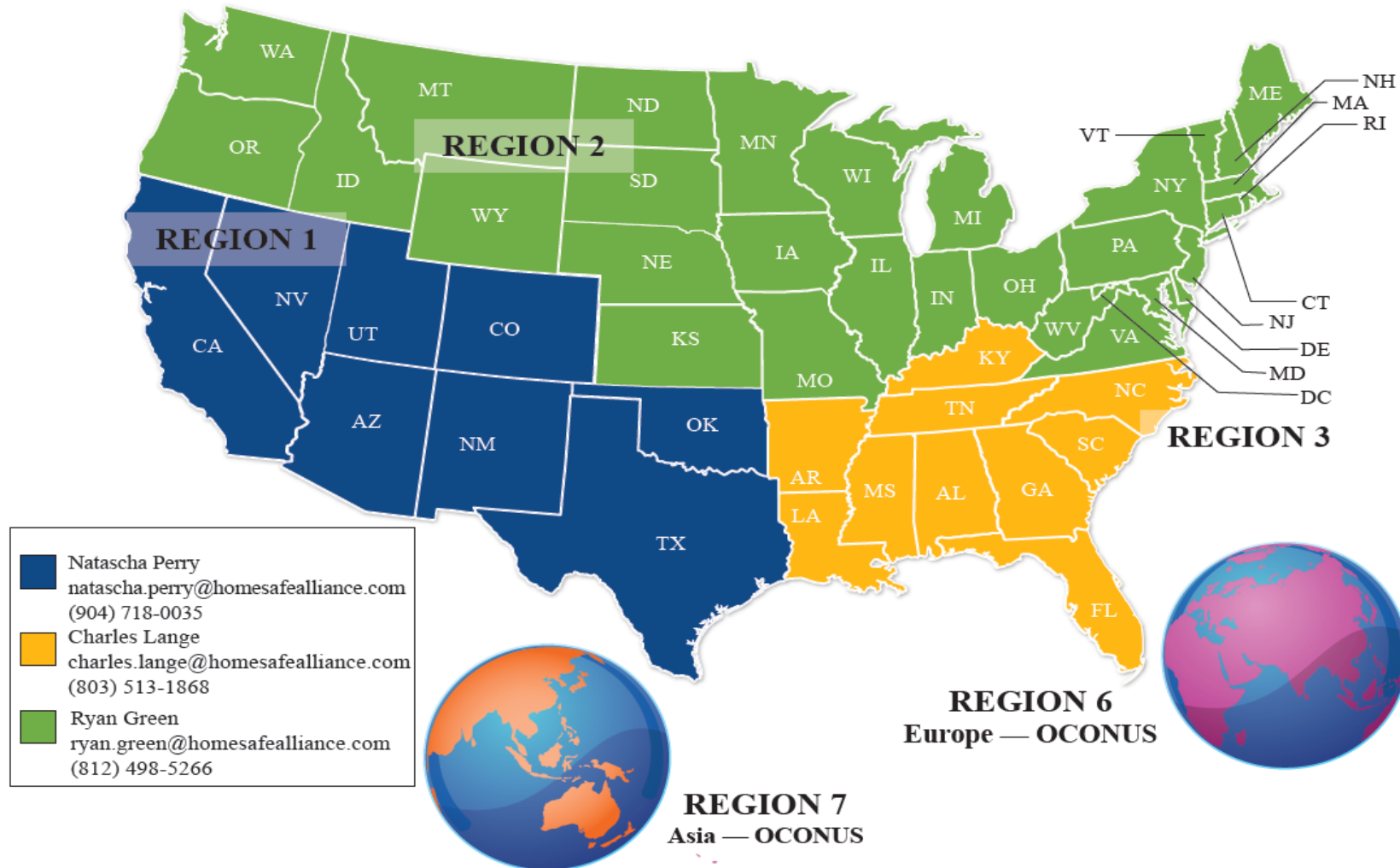
## Procurement

(Jim McAvey)

MSA Questions  
Contractual Discussions  
Compliance Management



# Network Development Map





# Procurement & Supply Chain Updates

Jim McAvey





# MSA Updates & Overview

- **Master Service Agreement Updates**
  - Recent Amendments issued to General Conditions
    - Indemnities; Confidentiality
- **Master Service Agreement Hot Topics**
  - Insurance
    - Combined Auto and Umbrella Requirement \$4M
      - (\$1M Auto + \$3M Umbrella)
  - Payment Terms
    - NET 30
  - Small Business Reporting
    - HomeSafe here to assist







# Service Contract Act (SCA) Compliance

- **Department of Labor Compliance Guide**
  - Ongoing discussions with Wage & Hour Enforcement Division
- **Locating the Correct Wage Determination**
  - Grouped by County/City
  - Executive Order 14026 – Minimum Wages
    - \$17.20 is the Minimum Wage
  - Executive Order 13706 – Establishing Paid Sick Leave
    - \$4.41 is the H&W Rate for GHC
- **Other Reminders**
  - Notify Employee of Classification and Prevailing Wage
    - Posters in Common Area
- [Service Provider FAQs | HomeSafe \(homesafealliance.com\)](https://www.dhs.gov/service-provider-faq)



**Disclaimer:** HomeSafe is providing this information to facilitate access to information on the McNamara-O'Hara Service Contract Act. This is general information only and does not carry the force of legal opinion. The Federal Register and the Code of Federal Regulations remain the official sources for regulatory information published by the Department of Labor.



# Service Provider Training Updates

Stephen Filonow





- HomeSafe Academy is our 24/7 learning management website for Service Providers
- Provides online training for HomeSafe Connect's suite of products-CRM and Go mobile app
- Training curriculums are designed for multiple Service Provider roles:
  - System administrators (CRM and Go app)
  - Office and survey staff (CRM)
  - Drivers and crew leads (Go app)
- Our current training model - Online self-paced training then a practice environment
- **Our future training model - More diversified curriculum, multiple delivery options (group)**



# Service Provider Training Approaches

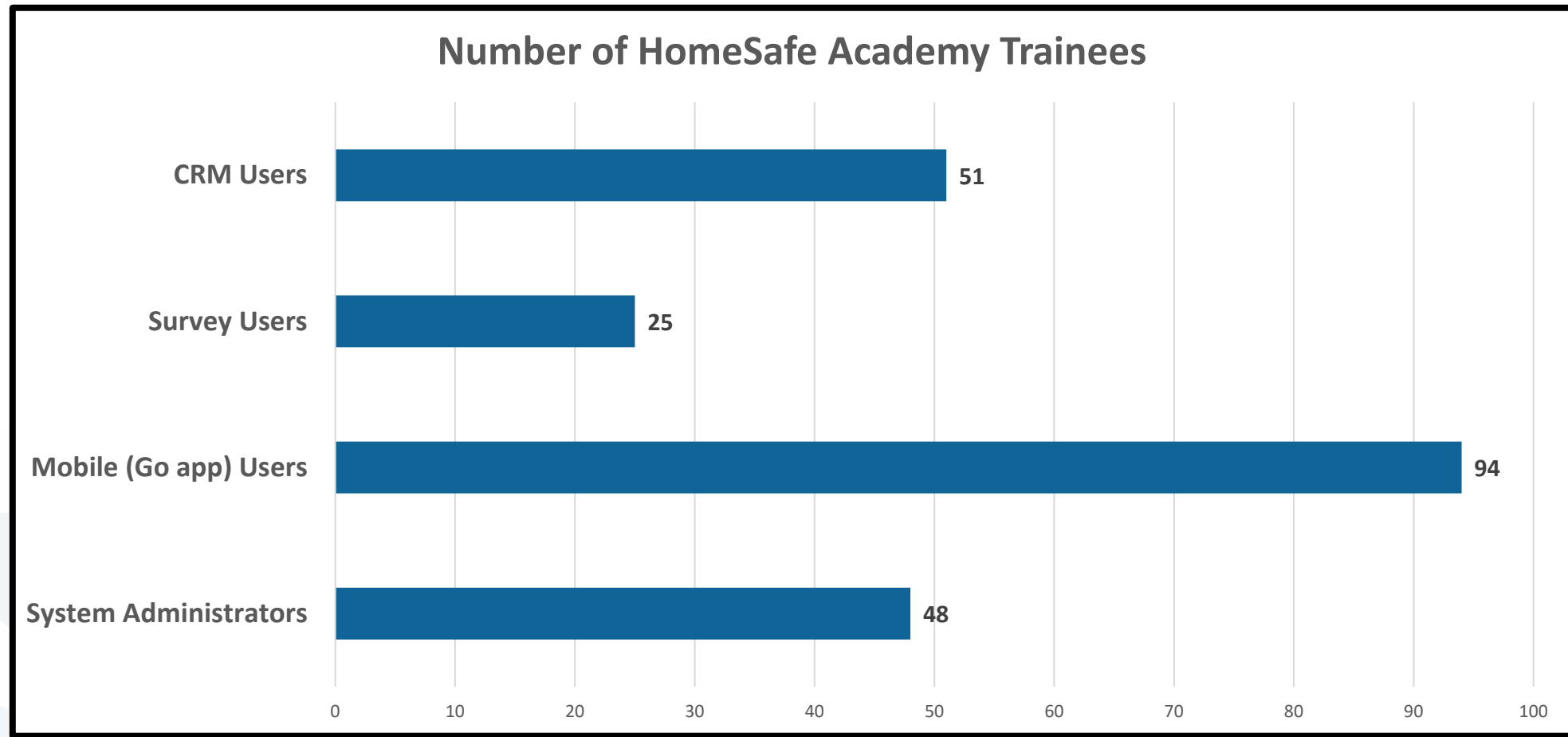
## ■ Multi-phase Training Approach:

- Online training of the system administrator, then office users, and then driver/crew in the HomeSafe Academy LMS
- Interactive set up of device and apps with trainers
- Real-life training with practice versions of the CRM and Go apps
- Overall crew socialization of the tech and new GHC imperatives within their organization (Train the trainer)
- Full voice, webinar, self-help videos, and trained tech support

- Plans are underway to reshape existing training processes to increase efficiency and overall agent satisfaction.



# Registered Trainees in HomeSafe Academy







# Service Provider Training and app Feedback

- Good
  - "Easy to use...very intuitive"
  - "Easy to learn...good training systems and support"
  - Service members really like the new app..."It's about time the movers got some tech..."
- Other
  - "Very rigid processes...needs more flexibility engineered into it"
  - "Too many taps...needs to be streamlined"
  - "Too many emails to get going....too much set up time and not enough practice time"
- HomeSafe has established working groups to collect feedback on all aspects of the program
- Our goal is to be responsive to your requests for modifications and enhancements
- HomeSafe will adjudicate all change requests, prioritizing efficiency and necessity



# HomeSafe Connect Overview

Stephen Filonow





# CRM - Connect App for PC Office Users

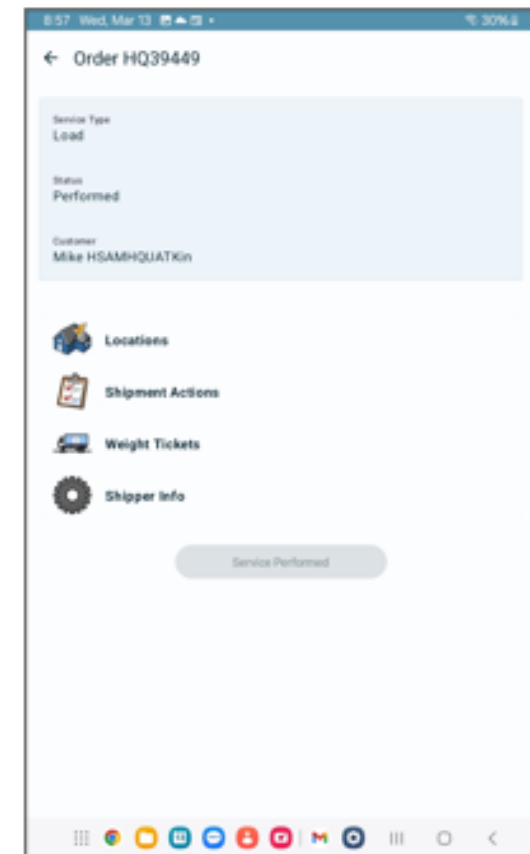
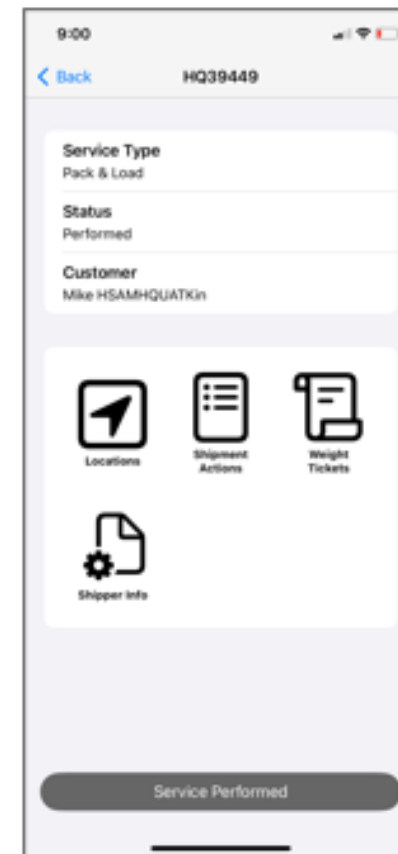
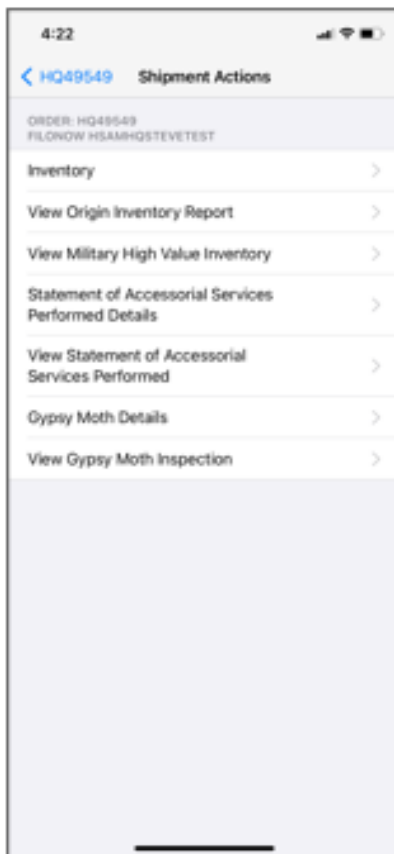
- All data is managed and stored in CRM – Customer, shipment, comms, revenue, forms, claims, survey, trips, assignments, to-dos, personnel, and much more
- Infinitely adaptable data displays depending on user role
- Diverse menu of standard and custom exportable reports

Order Number	Customer	Order Status	MTO Move Code	Load From Date	Delivery From Date	Consignee	Origin City	Origin State	Destination City	Destination State	Created Time	Agent Owner
HQ49576	JamesTest HSAMHQttest12	Survey Complete	DTP83D	2024-03-25	2024-05-16	--	Pittsburgh	PA	Pittsburgh	PA	2024-04-03 4:03 PM	(G10) Army Account
HQ49473	Gretchen HSAMHQttesting	Received	98HQHD	2024-02-29		--	Pittsburgh	PA	East Moriches	NY	2024-02-27 8:29 PM	(G10) Navy Account



# Mobile Devices

- Available for Android or Apple devices – nearly identical appearance
- Contains functions to perform a complete move 100% electronically





## Services Available in the Go App

- Each service is completed and billed individually
  - Services are logically combined when appropriate
  - Crews have a curated path through each service with pop-ups to assist them as they progress
- 
- |                    |                            |
|--------------------|----------------------------|
| ■ Pack             | ■ Crating                  |
| ■ Load             | ■ Uncrating                |
| ■ Pack + Load      | ■ Shuttles                 |
| ■ Deliver          | ■ Reweigh                  |
| ■ Unpack           | ■ Load- Extra pick up      |
| ■ Deliver + Unpack | ■ Delivery- Extra Drop off |





# Packing Service Forms

- HHG Inventory
- Bill of Lading
- In-Home Conditions
- High Risk-High Value
- Accessorial Services Performed



# Loading Service Forms

- HHG Inventory
- Bill of Lading
- In-Home Conditions
- Gypsy Moth
- High Risk-High Value
- Accessorial Services Performed
- Tare and Gross Weight Tickets

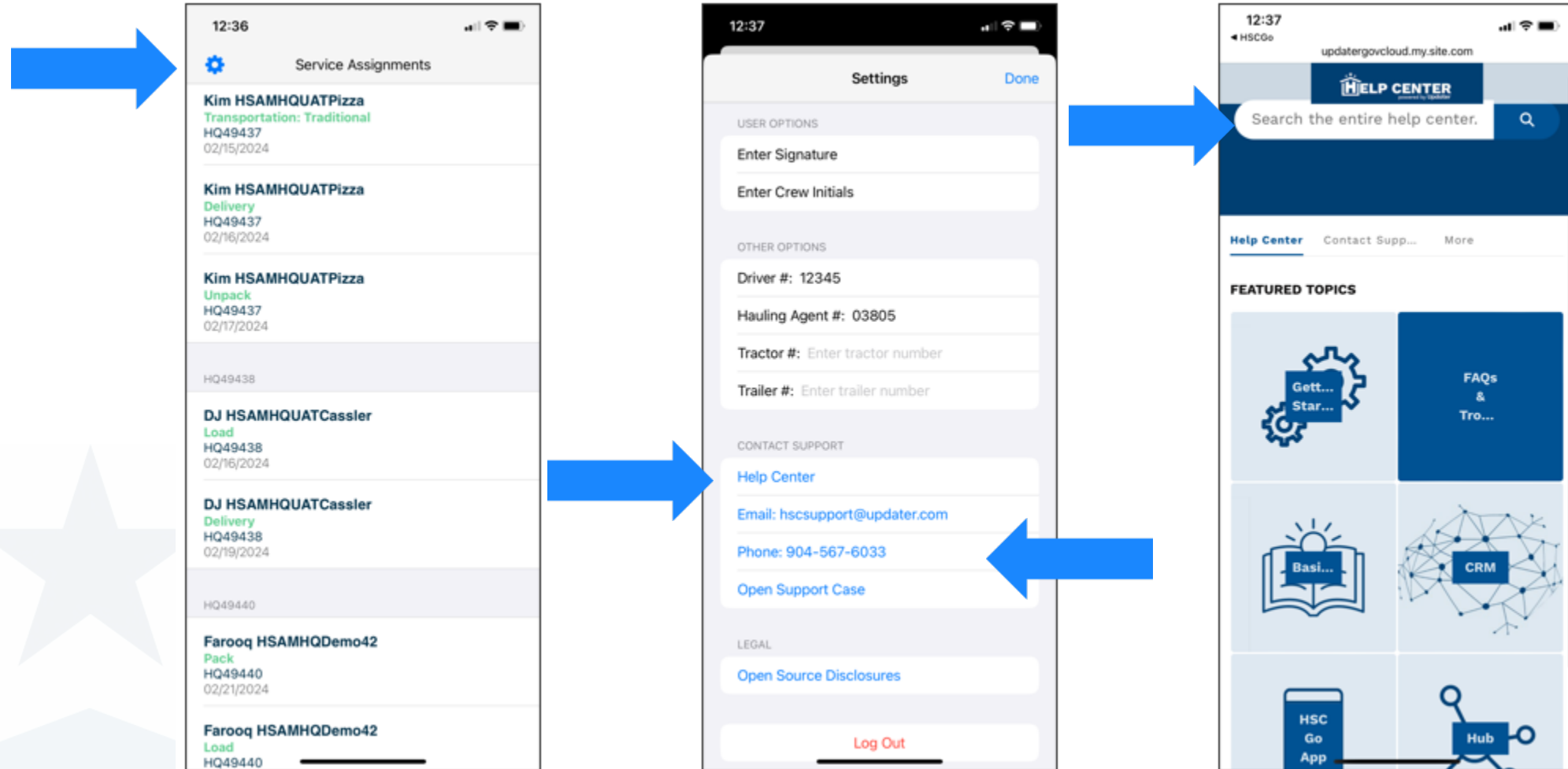


# Delivery Service Forms

- HHG Inventory
- Bill of Lading
- In-Home Conditions
- High Risk-High Value
- Accessorial Services Performed
- Tare and Gross Weights
- Notice of Loss or Damage at Delivery



# Comprehensive Support for Your Personnel





## What's Next?

- New version of CRM app release yesterday 5/14
- Go app releasing to the App and Play Store by end of May
- Next iteration of Connect CRM due on June 4th
- New iterations of Connect every 30 days
- Development of the 2nd generation of training materials underway



**Q&A Session**







## Additional Pre-submitted Questions

- What is the ETA for program rollout in our area? (Texas)
- When will the southeastern region start receiving orders?
- When will shipment distribution begin in the VA area?
- When are you all rolling out Oklahoma?
- When will Georgia become a part of the program and go active with jobs?
- Latest on when program will likely start in my city/area of Portland Oregon



## Questions?

**\*\*Please submit your question in the chat\*\***



# HomeSafe CEO's Closing Comments

Bobby Nicholson





*Moving Forward Together*