

Military Surface Deployment and Distribution Command

Customer and Carrier Advisory

January 03, 2023

CA-23-01-03/0001

Subject: Transportation Service Provider (TSP) Installation Access Survey

Purpose: To assist the Office of the Secretary of Defense (OSD) and SDDC with identifying and quantifying TSP concerns related to installation access.

Be Advised: OSD and SDDC have received complaints/concerns about issues at installation access points that cause delays getting loaded/unloaded. This survey is being conducted to determine the cause(s), location(s) and frequency of these delays. Survey period begins 24 January and concludes on 31 July 2023.

SDDC G33S requests TSPs experiencing installation access issues complete the survey form to document the incidents. Completed forms should be submitted to the SDDC G33S Domestic Movement Support Team at usarmy.scott.sddc.mbx.g3-domestic-freight-services-branch@army.mil. Drivers are encouraged to route installation access issues through their dispatchers and company headquarters for submission to SDDC.

SDDC G33S requests TSPs experiencing installation access issues to go to Regulations and Documents (Reg's & Doc's) tab on the SDDC Domestic Movement Support webpage (<https://www.sddc.army.mil/dms/Pages/default.aspx>) and complete the survey.

NOTE: Due to issues with the SDDC website, TSPs who access the survey using Microsoft Edge will need to right click on the survey link, then select "open in a new tab". The survey may also be accessed directly in Edge at https://www.sddc.army.mil/dms/DomDocuments/IA%20Installation%20Survey%20PDF%20Fillable%20Form_v3.pdf.

Google Chrome users can access the survey by simply clicking on the link under "Reg's & Doc's".

TSPs encountering installation access issues while transporting AA&E shipments are reminded to work these issues through DTTS and their company dispatch in real time. We encourage AA&E carriers to complete the survey and identify the problems they encounter at the installation once the shipment has been safely delivered.

TSPs should continue to check the Transportation Facilities Guide (TFG) for installation access information. Specific access related questions should be directed to the points of contact listed in the TFG.

POC: SDDC G3 Outreach and Engagement Branch; usarmy.scott.sddc.mbx.g35-advisory-team@army.mil

Expiration: 31 July 2023

Category: General Information