

United States Senate

WASHINGTON, DC 20510-4704

September 30, 2014

COMMITTEES:
APPROPRIATIONS
BUDGET
HEALTH, EDUCATION, LABOR,
AND PENSIONS
RULES AND ADMINISTRATION
VETERANS' AFFAIRS

General Paul Selva
Commander US Transportation Command
508 Scott Drive
Scott Air Force Base, IL 62225-5357

Dear General Selva:

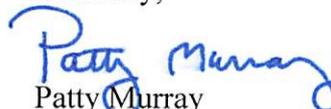
I write to express my concern with the ongoing failure of International Auto Logistics (IAL), whose contract you supervise, to provide servicemembers with their vehicles in a timely and transparent manner. As you know, IAL is responsible for transporting servicemembers' personally owned vehicles between duty stations. Their contract requires that 98 percent of vehicles be delivered on time and that they provide a website where servicemembers could track their vehicles progress from drop-off to pick up. Yet, for the first several months of the contract, IAL delivered only 20 percent of vehicles on-time and the website was still "not where IAL wants it to be" in early September.

Moving a family from one continent to another is stressful enough, and it is completely unacceptable that our servicemembers and their families have to deal with the additional burden of not knowing where their vehicle is or when it will arrive. In addition, some young military families were forced to bear the cost of a rental car and lodging for multiple trips to delivery sites, while waiting to be reimbursed by IAL. In fact, several of my constituents have been adversely impacted by IAL's incompetence, including one family whose vehicle has been in transit for over four months.

I fully expect the Department of Defense to make every effort to expedite the return of the cars that families have been without for months. Further, I expect IAL's poor performance thus far will be fully considered when you determine whether or not to renew their contract, or to terminate the current contract. Finally, I would like to know what you plan to do in the future to ensure that the same inexcusable performance is not repeated when a new contractor takes over this responsibility for the Department.

Thank you for your service and for your attention to this issue. I look forward to hearing from you about how this situation will be quickly resolved on behalf of our servicemembers and their families.

Sincerely,



Patty Murray
United States Senator

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