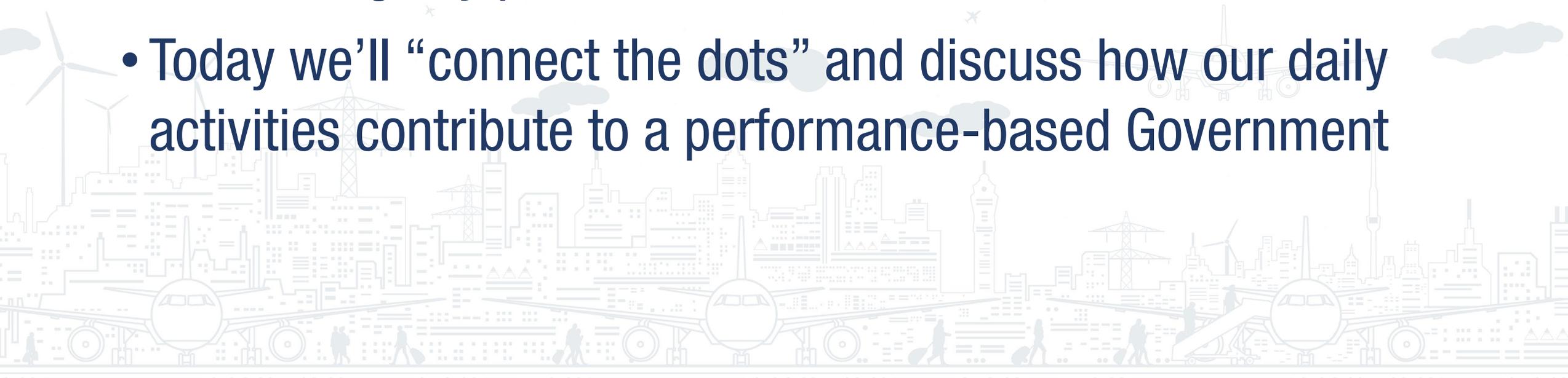


Performance-Oriented Travel Programs



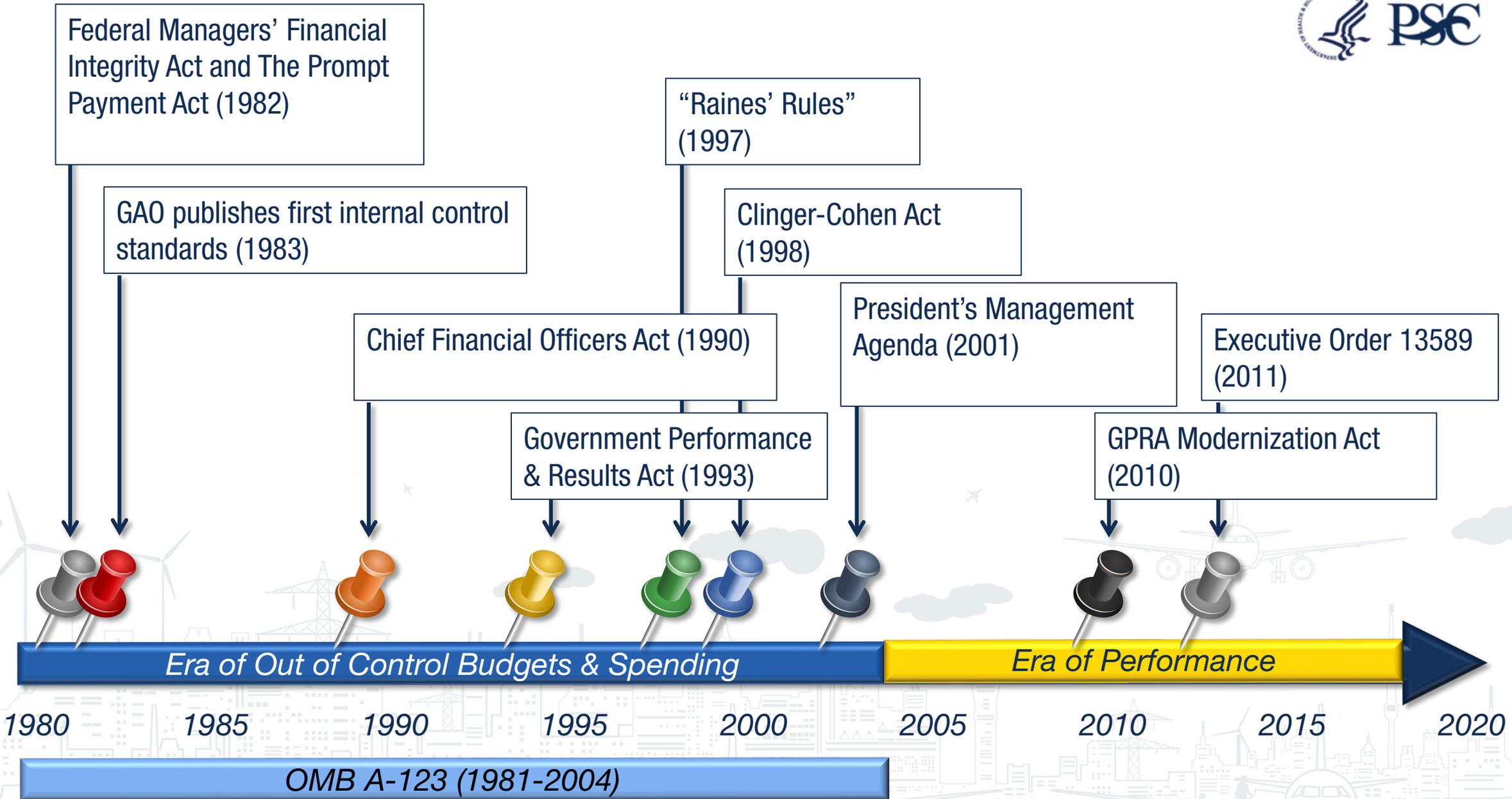
Agenda

- The May 21 HHS Travel Governance Council requested that PSC introduce the concept of travel program performance to the Operational Divisions/Staff Divisions before introducing key performance indicators
- Today we'll “connect the dots” and discuss how our daily activities contribute to a performance-based Government



Connecting the dots: From the top

- The Executive Branch of Government operates as a performance-based entity
- Agency performance begins at two strategic points:
 - The budget
 - The President's Management Agenda (PMA)
 - How the President is going to manage the Executive Agencies to realize the nation's priorities
- There are various “guiding forces” to this from various laws
- Let's look at some of these



Connecting the dots: From the top

- The collective framework evolved and matured over a period of years:
 - Performance framework
 - Performance targets
 - Performance measurement
 - Performance assessment

A diagrammatic equation where a blue bracket groups the four sub-points of the first bullet point, pointing to the text 'Input + Process + Output = Outcome'. The word 'Outcome' is in a larger, bold blue font. The background features a faint cityscape and airplane silhouettes.

Input + Process + Output =
Outcome

Case study: Federal travel



Past



Present



Future



Case study: Federal travel

The “Free-For-All” Era

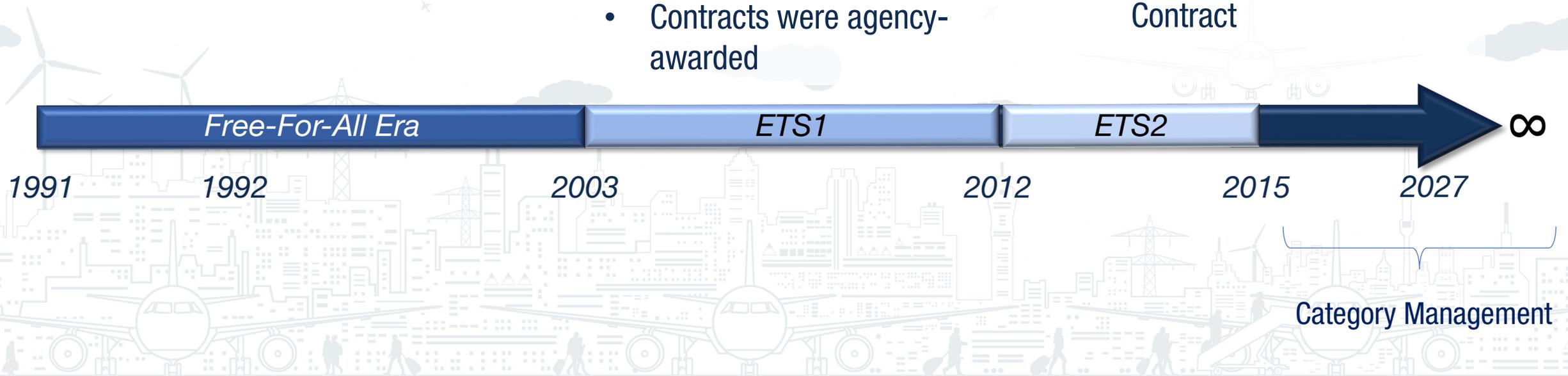
- Paper
- Non-Standard Agency-built or contracted travel systems

ETS1

- Paper at some agencies
- First shared contracts for travel systems
- Contracts were agency-awarded

ETS2

- No paper
- Strategic sourcing
 - GSA-awarded Master Contract



Performance framework

- Category Management
 - The latest evolution of the performance framework
 - Not a change in direction, but maturation; improvement
 - The Federal Government buys products and services smarter by acting more like a single enterprise
 - Goals of CM are to:
 - Deliver more savings, value, and efficiency for Federal agencies;
 - Eliminate unnecessary contract redundancies; and
 - Meet the government's small business goals
 - The germane business of the government broken out into categories to be managed

FACILITIES & CONSTRUCTION = \$81.2B LED BY GSA	PROFESSIONAL SERVICES = \$71.1B LED BY GSA	IT = \$56.7B LED BY GSA	MEDICAL = \$43.5B CO-LED BY DoD & VA	TRANSPORTATION & LOGISTICS = \$28.5B LED BY DoD
<ul style="list-style-type: none"> • Construction Related Materials • Construction Related Services • Facilities Purchase & Lease • Facility Related Materials • Facility Related Services 	<ul style="list-style-type: none"> • Business Admin Services • Financial Services • Legal Services • Management & Advisory Services • Marketing & Public Relations • Research & Development • Social Services • Technical & Engineering Services 	<ul style="list-style-type: none"> • IT Software • IT Hardware • IT Consulting • IT Security • IT Outsourcing • Telecommunications 	<ul style="list-style-type: none"> • Drugs & Pharmaceutical Products • Healthcare Services • Medical Equipment, Accessories, & Supplies 	<ul style="list-style-type: none"> • Fuels • Logistics Support Services • Motor Vehicles (non-combat) • Package Delivery & Packaging • Transportation Equipment • Transportation of Things
INDUSTRIAL PRODUCTS & SERVICES = \$11.1B LED BY GSA	TRAVEL = \$7.5B LED BY GSA	SECURITY & PROTECTION = \$5.4B LED BY DHS	HUMAN CAPITAL = \$4.5B LED BY OPM	OFFICE MANAGEMENT = \$2.3B LED BY GSA
<ul style="list-style-type: none"> • Basic Materials • Fire / Rescue / Safety / Environmental Protection Equipment • Hardware & Tools • Industrial Products Install / Maintenance / Repair • Machinery & Components • Oils, Lubricants, & Waxes • Test & Measurement Supplies 	<ul style="list-style-type: none"> • Employee Relocation • Lodging • Passenger Travel • Travel Agency & Misc. Services 	<ul style="list-style-type: none"> • Ammunition • Protective Apparel & Equipment • Security Animals & Related Services • Security Services • Security Systems • Weapons 	<ul style="list-style-type: none"> • Compensation & Benefits • Employee Relations • Human Capital Evaluation • Strategy, Policies, & Ops Planning • Talent Acquisition • Talent Development 	<ul style="list-style-type: none"> • Furniture • Office Management Products • Office Management Services

Performance framework: Category Management

- 10 Government-wide categories
- GSA manages the “Travel” category
- Includes:
 - Employee relocations
 - Lodging
 - Passenger travel
 - Travel agencies & miscellaneous travel-related services
- These categories are managed to perform so that the Category Management goals are met
 - Deliver more savings, value, and efficiency for Federal agencies;
 - Eliminate unnecessary contract redundancies; and
 - Meet the government’s small business goals

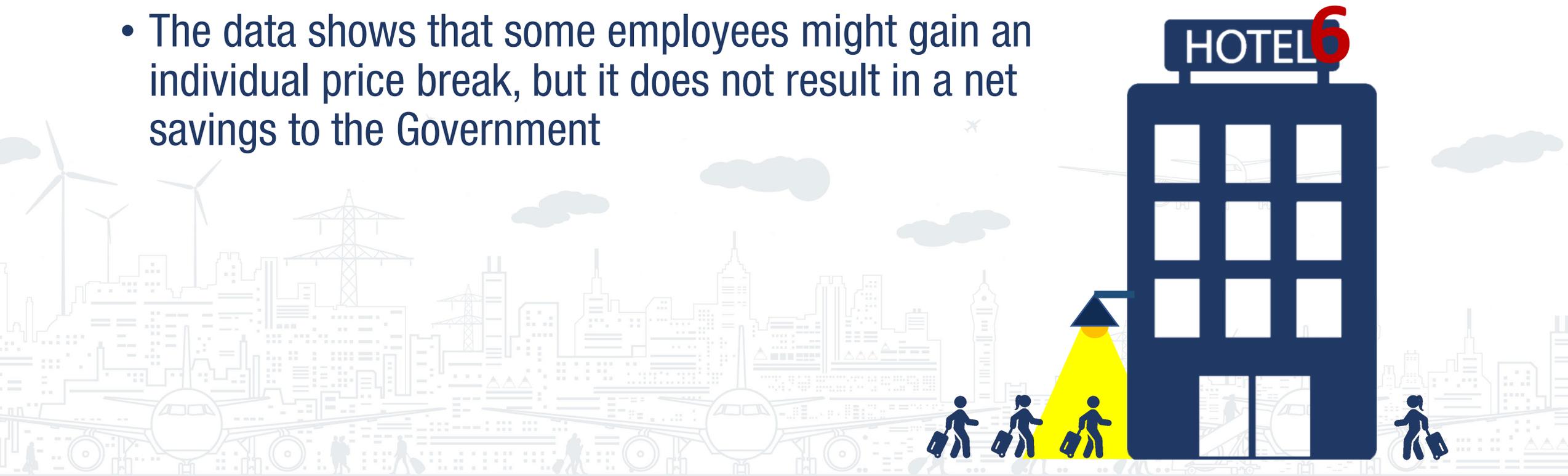
Your turn!

- Identify three strategic sources that align to “Travel” as a managed category

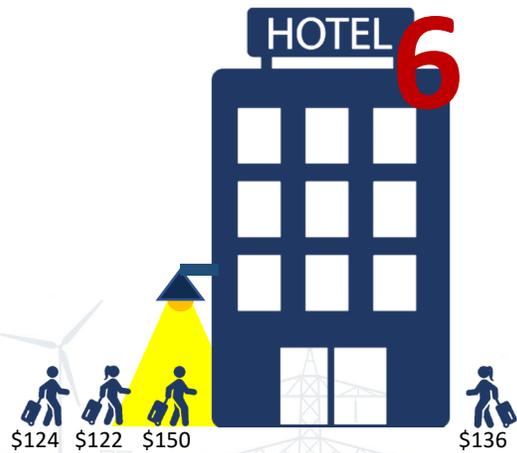


How it works

- GSA gains industry agreement to accept discounted pricing through FedRooms program
- The data shows that some employees might gain an individual price break, but it does not result in a net savings to the Government



Strategically sourced managed categories deliver the most savings to the taxpayers



Pricing varies according to market conditions, penalties, fees, etc.



\$126; at or below per diem, no penalties, additional fees, etc.

Performance framework

- OMB has set a performance objective for the “Lodging”: Increase FedRooms usage by 10 percent over FY18, which is what prompted the request by the TGC
- PSC actively monitors key travel performance for the Department using the Travel Performance Dashboard
- The metrics align to various travel performance areas, including FedRooms usage and the travel charge card program

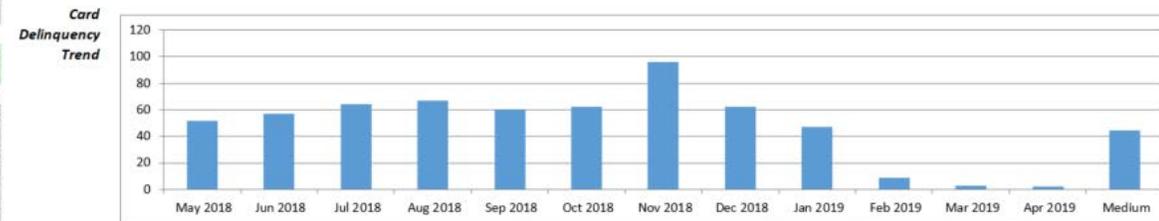




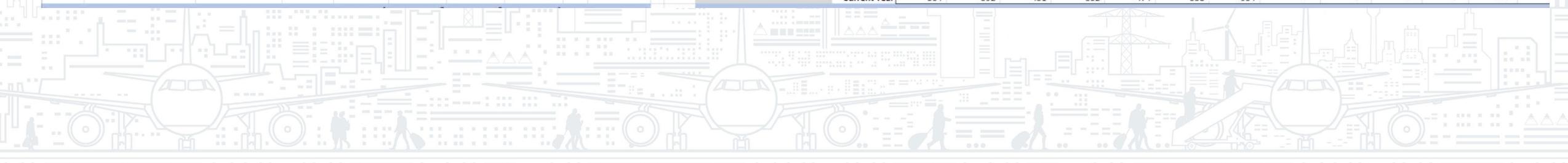
U.S. Department of Health and Human Resources
Travel Performance Dashboard - HHS ALL
For Period April 1, 2019 to April 30, 2019
As of May 1, 2019

Rental Car Class Type										
Compact		35.66%	39.31%	39.00%	41.84%	2.84%	↓	41.14%	39.69%	
Economy		21.72%	21.37%	24.76%	21.57%	-3.19%	↓	25.04%	22.94%	
Full Size		13.94%	9.63%	8.19%	10.34%	2.15%	↓	10.56%	10.12%	
Intermediate		16.69%	20.98%	17.19%	16.56%	-0.63%	↑	14.33%	15.95%	
Other		11.99%	8.71%	10.86%	9.69%	-1.17%	↑	8.94%	11.29%	
Smart Pay Use										
IBA		\$1,757,397	\$2,759,490	\$4,690,025	\$1,550,549	-\$3,139,477	↓	\$28,295,806	\$11,056,332	
CBA		\$3,978,088	\$4,289,332	\$5,311,128	\$1,225,938	-\$4,085,190	↓	\$38,670,621	\$33,159,894	
SPONSORED		\$449,401	\$578,355	\$546,091	\$185,561	-\$360,530	↓	\$5,276,770	\$4,113,644	
EFT		\$21,246	\$29,789	\$41,168	\$11,567	-\$29,601	↓	\$270,480	\$226,745	
PERSONAL		\$4,369,070	\$5,495,314	\$7,599,733	\$2,167,445	-\$5,432,288	↓	\$50,328,511	\$50,041,426	
Smart Pay % of Total (less SPONSORED)										
IBA EFT PERSONAL % (Goal 75% or greater)		60.71%	65.89%	69.90%	75.26%	5.37%	↓	67.11%	64.90%	
CBA % (Goal 25% or less)		39.29%	34.11%	30.10%	24.74%	-5.37%	↑	32.89%	35.10%	
Smart Pay Use for TMC TAV Fees										
IBA paid fee		\$3,479	\$7,463	\$6,684	\$3,067	-\$3,617	↓	\$49,457	\$21,251	
CBA paid fee		\$199,266	\$245,148	\$330,378	\$117,679	-\$212,698	↓	\$2,327,458	\$1,902,867	
EFT paid fee		\$21,246	\$29,789	\$41,168	\$11,567	-\$29,601	↓	\$270,480	\$226,745	
PERSONAL paid fee		\$99	\$268	\$131	\$17	-\$114	↑	\$589	\$1,823	
SPONSORED paid fee		\$108	\$72	\$123	\$36	-\$87	↓	\$875	\$619	
Smart Pay for Fees % of Total (Less SPONSORED)										
IBA EFT PERSONAL % (Goal 10% or more)		11.08%	13.27%	12.68%	11.07%	-1.61%	↓	12.10%	11.60%	
CBA % (Goal 90% or less)		88.92%	86.73%	87.32%	88.93%	1.61%	↑	87.90%	88.40%	
Travel Cardholders										
Manually Paid		173	122	38	10	-28	↓	335	168	
City Pair Volume		3,743	4,621	8,526	8,495	-31	↑	41,197	41,920	
City Pair Dollars		\$1,192,471	\$1,575,324	\$2,986,877	\$2,917,613	-\$69,263	↑	\$14,188,264	\$14,582,450	
Fed Room Volume		163	317	517	256	-261	↓	2,583	2,135	
Fed Room Dollars		\$65,365	\$133,818	\$235,538	\$104,056	-\$131,482	↓	\$1,213,356	\$915,192	
Credit Card Volume CBA Domestic		2,454	2,929	4,031	1,345	-2,686	↑	23,432	23,164	
Credit Card Volume IBA Domestic		205	644	1,421	725	-696	↓	9,465	3,021	
Credit Card Volume CBA International		631	677	660	114	-546	↓	5,762	4,546	
Credit Card Volume IBA International		4	15	40	17	-23	↓	260	78	
Credit Card Dollars CBA Domestic		\$1,265,595	\$1,398,165	\$2,059,569	\$627,954	-\$1,431,615	↑	\$11,236,780	\$11,634,972	
Credit Card Dollars IBA Domestic		\$84,617	\$271,630	\$634,147	\$317,361	-\$316,786	↓	\$4,234,026	\$1,319,889	
Credit Card Dollars CBA International		\$1,806,053	\$1,759,433	\$1,790,146	\$227,465	-\$1,562,681	↓	\$16,371,791	\$12,498,682	
Credit Card Dollars IBA International		\$1,240	\$37,692	\$26,837	\$10,723	-\$16,113	↓	\$220,640	\$77,359	

	Prior Year	543	445	442	416	439	560	696	629	767	717	641	753
Current Year		565	385	334	369	534	657	432	0	0	0	0	0
Vouchers Quantity Trend per Trip Start Date - International TDY													
Prior Year		5	7	22	7	8	3	9	17	3	15	11	19
Current Year		11	4	17	5	1	6	6	0	0	0	0	0
Vouchers Quantity Trend per Trip Start Date - Local													
Prior Year		81	29	30	32	37	35	39	39	43	30	46	41
Current Year		48	40	22	37	27	23	12	0	0	0	0	0
TMC Fee Amount Trend per Trip Start Date													
Prior Year		\$4,158	\$3,535	\$4,501	\$3,100	\$3,335	\$5,279	\$6,040	\$6,023	\$6,831	\$7,655	\$6,598	\$9,688
Current Year		\$4,516	\$3,003	\$4,463	\$3,705	\$4,119	\$7,666	\$4,378	\$0	\$0	\$0	\$0	\$0
TAV Fee Amount Trend per Trip Start Date													
Prior Year		\$8,678	\$6,894	\$7,166	\$6,531	\$6,978	\$8,623	\$10,826	\$9,867	\$11,738	\$11,149	\$9,996	\$11,710
Current Year		\$8,896	\$6,010	\$5,371	\$5,812	\$8,075	\$10,009	\$6,557	\$0	\$0	\$0	\$0	\$0
GSA Fee Amount Trend per Trip Start Date													
Prior Year		\$4,755	\$3,625	\$4,125	\$3,350	\$3,780	\$4,795	\$6,050	\$5,560	\$6,535	\$6,635	\$6,025	\$7,135
Current Year		\$4,750	\$3,170	\$3,030	\$3,295	\$4,265	\$5,905	\$3,705	\$0	\$0	\$0	\$0	\$0
PSC Fee Amount Trend													
Prior Year		\$14,591	\$18,171	\$7,295	\$15,183	\$16,583	\$19,059	\$26,005	\$19,813	\$24,120	\$20,971	\$46,841	\$12,652
Current Year		\$17,525	\$12,625	\$9,314	\$16,125	\$21,321	\$18,440	\$23,932	\$0	\$0	\$0	\$0	\$0



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Vouchers-Approved												
Prior Year	600	683	288	548	592	718	909	738	800	779	816	407
Current Year	636	493	293	550	736	685	933	-	-	-	-	-
Vouchers-Manually Paid												
Prior Year	2	4	1	2	1	-	-	1	-	1	-	3
Current Year	2	1	16	11	11	3	6	-	-	-	-	-
Vouchers-Paid												
Prior Year	674	479	626	391	399	598	563	802	737	736	777	958
Current Year	504	592	451	332	474	558	934	-	-	-	-	-



Performance-Oriented Travel

