

Welcome

# Managed Travel: State and Local

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# Office of Travel Operations

## Our goal

Empower travelers to easily make cost effective, safe travel choices that respect both taxpayers' resources and travelers' work-life balances as they conduct commonwealth business



# Office of Travel Operations

## What we do

- Manage internal and external travel community relationships
- Create and manage travel booking programs, tools, guidelines, and training
- Provide strategic analysis and travel industry expertise to agencies



# Why Manage Travel?

## Why NOT?

- Imagine a corporation with 80,000 employees, 14,000 travelers, with no effective controls over travel spend
- The business of state government is serving citizens—why not address the state travel program as a business would?



# Benefits of Managed Travel

- Reduce costs
- Improve efficiency and productivity
- Analyze and manage data
- Control state travel budget



# Reduce Costs

## Leverage purchasing power

- Buy in bulk
- Use preferred vendors  
Air, car rental, hotel, booking channels, travel management companies, ground services

## Realize income potential

- Rebates
- Consolidated corporate card spend



# Improve Efficiency

## Clear, concise direction

- Arranger is not overwhelmed by choices
- Reduces time spent on travel planning



# Improve Efficiency

**Automate,  
streamline,  
& standardize processes...**

- Integrate policy into travel planning tools
- Indicate preferred vendors
- Standard procedures, rates and quality
- Satisfaction of employees
- Boost productivity



# Data Analysis and Management

## Analysis and financial management

- Instant insights into travel spend
- What are travelers booking?
- Where are travelers going? Why?

## Consistent and quality data

- Accurate
- Timely
- Not relying on traveler input after the fact

# Data Analysis and Management

## Controls

- Pre- and post-travel
- Drive compliance
- Performance measures

## Security

- Know location of travelers
- Emergency preparedness



# Control and Compliance

## Budgeting tools

- Accurately predict travel budget

## Traveler compliance

- Critical to success of managed travel program

## Increase adoption rates



# Developing Your Own Program

## Thorough planning

- Invest the time
- Gather information to make informed decisions about every aspect of your travel program



# Developing Your Own Program

## Engage agency managers

- Upper management support is crucial
- Buy-in from all agencies
- Cooperation and participation across lines

## Communicate continuously

- throughout the entire process and onward



# Developing Your Own Program

## Develop clear and concise policy

- Clearly state procedures, responsibilities, practices, and enforcement

## Training and helpful guides

## Negotiate for preferred vendors

- Invitation for bids, solicitations, agreements, program membership



# Developing Your Own Program

## Implementation

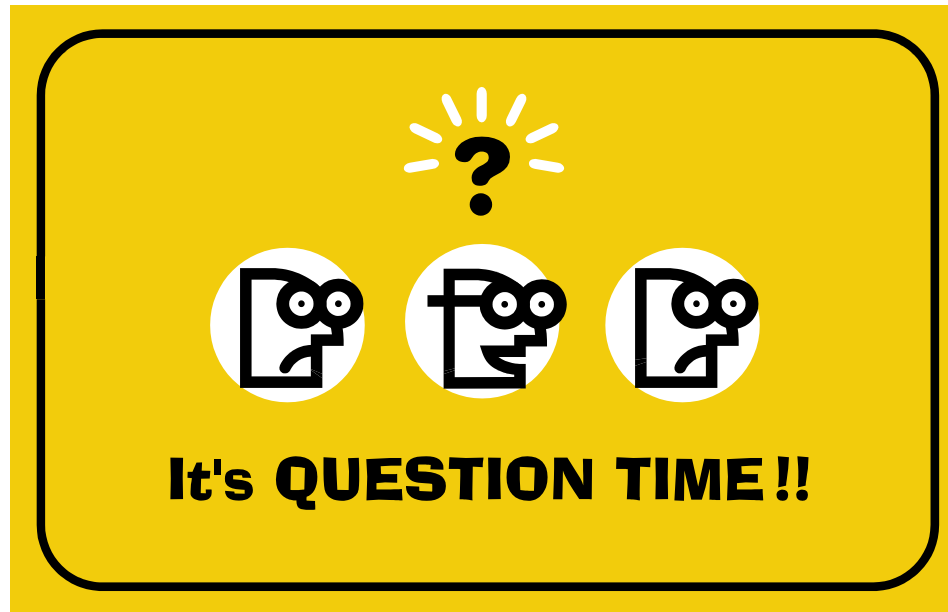
### Drive compliance

- Point of sale
- Non-compliance reporting
- Management reports
- Reimbursement procedures and policies

**Identify new areas of potential savings and improvements**



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[www.travel.state.pa.us](http://www.travel.state.pa.us)