

State of Alaska FY2011 Governor's Operating Budget

Department of Administration E-Travel Component Budget Summary

Component: E-Travel

Contribution to Department's Mission

The E-Travel Management Team provides travel services for the executive branch of State government.

Core Services

- Administer E-Travel program serving travelers within the executive branch including Medicaid beneficiaries.
- Manage relationships with providers of travel services to ensure the State is receiving the greatest possible value for its travel expenditures.
- Report information about State travel purchases to all interested parties.

Results at a Glance

(Additional performance information is available on the web at <http://omb.alaska.gov/results>.)

END RESULT A: Improved customer satisfaction.

- In FY2009 67.5% of respondents overall rated travel services as satisfactory or better, equal to the rating of the previous year.

END RESULT B: Increased savings for state travel expenditures.

- In Fiscal Year 2009 net savings of \$1,602,621 for cumulative total of \$8,807,797 were achieved by the State Travel Office.

Key Component Challenges

Managed travel – Better management of travel expenditures has long been a goal of the Department of Administration. The state travel office was established in FY2005 within the Division of Finance to reach that goal, but it suffered from ineffective technology and low levels of customer acceptance. In anticipation of the expiration of the original travel management contract with USTravel, the E-Travel Management Team (ETMT) spent time researching best practices for managed travel. In addition, survey responses, comments from statewide travel process meetings, input from travel coordinators, and others were instrumental in shaping the requirements for RFP 2009-0200-8305. The resulting contract, again with USTravel, includes current technology which automates shopping for and purchasing air fare, lodging, and ground transportation. The new E-Travel service has a much higher probability of meeting the basic challenge which remains meeting customer service expectations while taking management control of the travel process.

Significant Changes in Results to be Delivered in FY2011

Implementation of automated travel arrangements using E-Travel Online, version of RESX software that has been configured for State travel policies.

Automating traveler reimbursements is a continuing goal for the department. Once the travel arrangement process is functioning effectively, the effort will shift to creating a more automated and efficient traveler reimbursement process.

Major Component Accomplishments in 2009

Travel Alerts to department travel contacts regarding changes in airline regulations, disruption to service due to natural disasters, and other important information State travelers need to know.

Continued travel arrangement service for executive branch travelers, including Medicaid beneficiaries, resulting in calculated savings of \$1.6 million for FY 2009 under previous travel management contract.

Determined requirements for travel management contract RFP based on best practices for corporate and government business travel.

Implemented E-Travel and worked with contractor to configure E-Travel Online, the RESX travel arrangement software.

Negotiated Customer Service Standards for the new travel management contract.

Redesigned and updated information for E-Travel on the Division of Finance website.

Streamlined maintenance of 6,000 State traveler profiles using human resource information from the statewide payroll system and E-Travel Online options.

Maintained contracts with Alaska Airlines, Northwest Airlines, and rural air carriers within Alaska, which generate most of the calculated savings. Obtained new contract with Delta Airlines with favorable fares as well.

Statutory and Regulatory Authority

AS 36.30.005 Centralization of Procurement Authority

AS 39.20.110-190 Travel Regulations.

Contact Information
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**E-Travel
Component Financial Summary**

All dollars shown in thousands

	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	0.0	0.0	297.3
72000 Travel	0.0	0.0	5.0
73000 Services	0.0	0.0	2,613.4
74000 Commodities	0.0	0.0	25.0
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	0.0	0.0	2,940.7
Funding Sources:			
1004 General Fund Receipts	0.0	0.0	7.4
1007 Inter-Agency Receipts	0.0	0.0	2,933.3
Funding Totals	0.0	0.0	2,940.7

Estimated Revenue Collections

Description	Master Revenue Account	FY2009 Actuals	FY2010 Conference Committee	FY2010 Authorized	FY2010 Authorized	FY2011 Governor
Unrestricted Revenues						
None.		0.0	0.0	0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0	0.0	0.0
Restricted Revenues						
Interagency Receipts	51015	0.0	0.0	0.0	0.0	2,933.3
Restricted Total		0.0	0.0	0.0	0.0	2,933.3
Total Estimated Revenues		0.0	0.0	0.0	0.0	2,933.3

**Summary of Component Budget Changes
From FY2010 Management Plan to FY2011 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2010 Management Plan	0.0	0.0	0.0	0.0
Adjustments which will continue current level of service:				
-Transfer from State Travel Office	7.4	0.0	2,333.3	2,340.7
Proposed budget increases:				
-Projected Travel Cost	0.0	0.0	600.0	600.0
FY2011 Governor	7.4	0.0	2,933.3	2,940.7

**E-Travel
Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2010 Management Plan	FY2011 Governor		
Full-time	0	3	Annual Salaries	208,182
Part-time	0	0	Premium Pay	0
Nonpermanent	0	1	Annual Benefits	102,124
			<i>Less 4.19% Vacancy Factor</i>	(13,006)
			Lump Sum Premium Pay	0
Totals	0	4	Total Personal Services	297,300

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant IV	0	0	1	0	1
College Intern II	0	0	1	0	1
State Travel Manager	0	0	1	0	1
State Travel Office Assistant	0	0	1	0	1
Totals	0	0	4	0	4

Component Detail All Funds
Department of Administration

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

	FY2009 Actuals	FY2010 Conference Committee	FY2010 Authorized	FY2010 Management Plan	FY2011 Governor	FY2010 Management Plan vs FY2011 Governor	
71000 Personal Services	0.0	0.0	0.0	0.0	297.3	297.3	100.0%
72000 Travel	0.0	0.0	0.0	0.0	5.0	5.0	100.0%
73000 Services	0.0	0.0	0.0	0.0	2,613.4	2,613.4	100.0%
74000 Commodities	0.0	0.0	0.0	0.0	25.0	25.0	100.0%
75000 Capital Outlay	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
77000 Grants, Benefits	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
78000 Miscellaneous	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Totals	0.0	0.0	0.0	0.0	2,940.7	2,940.7	100.0%
Fund Sources:							
1004 Gen Fund	0.0	0.0	0.0	0.0	7.4	7.4	100.0%
1007 I/A Rcpts	0.0	0.0	0.0	0.0	2,933.3	2,933.3	100.0%
General Funds	0.0	0.0	0.0	0.0	7.4	7.4	100.0%
Federal Funds	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Other Funds	0.0	0.0	0.0	0.0	2,933.3	2,933.3	100.0%
Positions:							
Permanent Full Time	0	0	0	0	3	3	100.0%
Permanent Part Time	0	0	0	0	0	0	0.0%
Non Permanent	0	0	0	0	1	1	100.0%

Change Record Detail - Multiple Scenarios With Descriptions
Department of Administration

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Scenario/Change Record Title	Trans Type	Totals	Personal Services	Travel	Services	Commodities	Capital Outlay	Grants, Benefits	Miscellaneous	Positions		NP
										PFT	PPT	
Subtotal		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
***** Changes From FY2010 Management Plan To FY2011 Governor *****												
Transfer from State Travel Office												
	Trin	2,340.7	297.3	5.0	2,013.4	25.0	0.0	0.0	0.0	3	0	1
1004 Gen Fund		7.4										
1007 I/A Rcpts		2,333.3										
Projected Travel Cost												
	Inc	600.0	0.0	0.0	600.0	0.0	0.0	0.0	0.0	0	0	0
1007 I/A Rcpts		600.0										
Additional authorization is needed to bring the E-travel budget into alignment with prior year spending. This will eliminate the need to process unbudgeted RSA's.												
Totals		2,940.7	297.3	5.0	2,613.4	25.0	0.0	0.0	0.0	3	0	1

Personal Services Expenditure Detail
Department of Administration

Scenario: FY2011 Governor (7749)
Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

PCN	Job Class Title	Time Status	Retire Code	Barg Unit	Location	Salary Sched	Range / Step	Comp Month	Split / Count	Annual Salaries	COLA	Premium Pay	Annual Benefits	Total Costs	GF Amount
02-4092	State Travel Manager	FT	A	SS	Juneau	2A	20F	12.0		72,996	0	0	35,589	108,585	7,395
02-4093	Accountant IV	FT	A	GP	Juneau	2A	20J	12.0		76,032	0	0	36,963	112,995	0
02-4095	State Travel Office Assistant	FT	A	GP	Juneau	2A	17B / C	12.0		51,714	0	0	28,784	80,498	0
02-IN0910	College Intern II	NP	N	EE	Juneau	AA	9A	12.0		7,440	0	0	788	8,228	0
													Total Salary Costs:	208,182	
													Total COLA:	0	
													Total Premium Pay:	0	
													Total Benefits:	102,124	
		Total Positions	New	Deleted											
Full Time Positions:		3	0	0											
Part Time Positions:		0	0	0											
Non Permanent Positions:		1	0	0											
Positions in Component:		4	0	0											
Total Component Months:		48.0													
													Total Pre-Vacancy:	310,306	
													Minus Vacancy Adjustment of 4.19%:	(13,006)	
													Total Post-Vacancy:	297,300	
													Plus Lump Sum Premium Pay:	0	
													Personal Services Line 100:	297,300	

PCN Funding Sources:	Pre-Vacancy	Post-Vacancy	Percent
1004 General Fund Receipts	7,395	7,085	2.38%
1007 Inter-Agency Receipts	302,911	290,215	97.62%
Total PCN Funding:	310,306	297,300	100.00%

Note: If a position is split, an asterisk (*) will appear in the Split/Count column. If the split position is also counted in the component, two asterisks (**) will appear in this column. [No valid job title] appearing in the Job Class Title indicates that the PCN has an invalid class code or invalid range for the class code effective date of this scenario.

Line Item Detail
Department of Administration
Travel

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Line Number	Line Name	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor	
72000	Travel	0.0	0.0	5.0	
Expenditure Account	Servicing Agency	Explanation	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
72000 Travel Detail Totals			0.0	0.0	5.0
72111		Airfare (Instate Employee)	0.0	0.0	0.5
72112		Surface Transport (Instate Employee)	0.0	0.0	0.3
72113		Lodging (Instate Employee)	0.0	0.0	0.7
72114		Meals & Incidentals (Instate Employee)	0.0	0.0	0.7
72411		Airfare (Out of state Emp)	0.0	0.0	1.7
72412		Surface Transport (Out of state Emp)	0.0	0.0	0.1
72413		Lodging (Out of state Emp)	0.0	0.0	0.5
72414		Meals & Incidentals (Out of state Emp)	0.0	0.0	0.5

Line Item Detail
Department of Administration
Services

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Line Number	Line Name		FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
73000	Services		0.0	0.0	2,613.4
Expenditure Account	Servicing Agency	Explanation	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
73000 Services Detail Totals			0.0	0.0	2,613.4
73029		Memberships	0.0	0.0	0.4
73154		Software Licensing	0.0	0.0	0.1
73227		Courier	0.0	0.0	0.1
73401		Long Distance	0.0	0.0	9.5
73403		Data/Network	0.0	0.0	2.7
73404		Cellular Phones	0.0	0.0	0.9
73452		Promotions	0.0	0.0	0.3
73660		Other Repairs/Maint	0.0	0.0	0.2
73677		Office Furn & Equip(Non IA Repair/Maint)	0.0	0.0	3.5
73756		Print/Copy/Graphics	0.0	0.0	0.3
73759		Commission Sales (Non-IA-Other Svcs)	0.0	0.0	2,493.9
73805	IT-Non-Telecommnctns	Enterprise Technology Services	0.0	0.0	1.9
73806	IT-Telecommunication	Enterprise Technology Services	0.0	0.0	23.4
73809	Mail	Central Mail	0.0	0.0	0.9
73811	Building Leases	Facilities	0.0	0.0	62.0
73815	Financial	Finance	0.0	0.0	0.2
73819	Commission Sales (IA Svcs)	State Travel Office	0.0	0.0	0.1
73979	Mgmt/Consulting (IA Svcs)	Admin	0.0	0.0	13.0
		Commissioner's Office, Administrative Services, and desk top computer support.			

Line Item Detail
Department of Administration
Commodities

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Line Number	Line Name		FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
74000	Commodities		0.0	0.0	25.0
Expenditure Account	Servicing Agency	Explanation	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
74000 Commodities Detail Totals			0.0	0.0	25.0
74226		Equipment & Furniture	0.0	0.0	2.9
74229		Business Supplies	0.0	0.0	19.3
74233		Info Technology Equip	0.0	0.0	2.8

Restricted Revenue Detail
Department of Administration

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Master Account	Revenue Description	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
51015	Interagency Receipts	0.0	0.0	2,933.3

Detail Information

Revenue Amount	Revenue Description	Component	Collocation Code	AKSAS Fund	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
59020	Administration	Department-wide	2400270	11100	0.0	0.0	5.8
59026	State Travel Office Receipts	State Travel Office	2400270	11100	0.0	0.0	2,821.8
59030	Law	Department-wide	2400270	11100	0.0	0.0	3.1
59040	Revenue	Department-wide	2400270	11100	0.0	0.0	2.6
59050	Education	Department-wide	2400270	11100	0.0	0.0	3.3
59060	Health & Social Svcs	Department-wide	2400270	11100	0.0	0.0	28.8
59070	Labor	Department-wide	2400270	11100	0.0	0.0	5.6
59080	Commrc & Economic Dev	Department-wide	2400270	11100	0.0	0.0	4.1
59090	Military & Vet Affrs	Department-wide	2400270	11100	0.0	0.0	3.2
59100	Natural Resources	Department-wide	2400270	11100	0.0	0.0	9.4

Restricted Revenue Detail
Department of Administration

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Master Account	Revenue Description	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
51015	Interagency Receipts	0.0	0.0	2,933.3

Detail Information

Revenue Amount	Revenue Description	Component	Collocation Code	AKSAS Fund	FY2009 Actuals	FY2010 Management Plan	FY2011 Governor
59110	Fish & Game	Department-wide	2400270	11100	0.0	0.0	10.6
59120	Public Safety	Department-wide	2400270	11100	0.0	0.0	11.9
59180	Environmental Consvn	Department-wide	2400270	11100	0.0	0.0	5.7
59200	Corrections	Department-wide	2400270	11100	0.0	0.0	8.0
59250	Dotpf Op, Tpb,& Othr	Department-wide	2400270	11100	0.0	0.0	9.4

Inter-Agency Services
Department of Administration

Component: E-Travel (2966)
RDU: Centralized Administrative Services (13)

Expenditure Account	Service Description	Service Type	Servicing Agency	FY2009 Actuals	FY2010	
					Management Plan	FY2011 Governor
73805	IT-Non-Telecommnctns	Intra-dept	Enterprise Technology Services	0.0	0.0	1.9
73805 IT-Non-Telecommnctns subtotal:				0.0	0.0	1.9
73806	IT-Telecommunication	Intra-dept	Enterprise Technology Services	0.0	0.0	23.4
73806 IT-Telecommunication subtotal:				0.0	0.0	23.4
73809	Mail	Intra-dept	Central Mail	0.0	0.0	0.9
73809 Mail subtotal:				0.0	0.0	0.9
73811	Building Leases	Intra-dept	Facilities	0.0	0.0	62.0
73811 Building Leases subtotal:				0.0	0.0	62.0
73815	Financial	Intra-dept	Finance	0.0	0.0	0.2
73815 Financial subtotal:				0.0	0.0	0.2
73819	Commission Sales (IA Svcs)	Intra-dept	State Travel Office	0.0	0.0	0.1
73819 Commission Sales (IA Svcs) subtotal:				0.0	0.0	0.1
73979	Mgmt/Consulting (IA Svcs)	Commissioner's Office, Administrative Services, and desk top computer support.	Intra-dept Admin	0.0	0.0	13.0
73979 Mgmt/Consulting (IA Svcs) subtotal:				0.0	0.0	13.0
E-Travel total:				0.0	0.0	101.5
Grand Total:				0.0	0.0	101.5