

State of Alaska FY2012 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 FY2010 79% of respondents overall rated travel services as satisfactory or better, an increase of 12 percent over the previous year's rating.

END RESULT B: Increased savings for state travel expenditures.

- In Fiscal Year 2010 net savings of \$2,782,160 for cumulative total of \$11.5 million were achieved by the E-Travel Office.

Key Component Challenges

Managed travel – Better management of travel expenditures has long been a goal of the Department of Administration. The E-Travel Office was established in FY 2005 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 airfare, lodging, and ground transportation. The current E-Travel service is much better at addressing the basic challenge of meeting customer service expectations while taking management control of the travel process.

Significant Changes in Results to be Delivered in FY2012

Automating traveler reimbursements is the next step in a fully integrated managed travel process. Now that travel arrangements are functioning effectively, the effort has shifted to creating a more automated and efficient traveler reimbursement process. The department is working through the USTravel contract to implement DATABASICS software, which will integrate pre-travel approval, arrangements, and post-travel accounting and reimbursement, including per diem calculations and credit card purchases. This software will be piloted within the Department of Administration during CY 2010 and subsequently expanded for use by all Executive Branch departments. The department is requesting authority to expend the increased amount of credit card rebate received as a result of the U.S. Bank contract to cover the cost of Databasics software. Estimated cost: 50,000 expense reports annually @ \$2.25 each = \$112,500.

Major Component Accomplishments in 2010

Completed implementation of automated travel arrangements using E-Travel Online, a version of RESX software that has been configured for State travel policies. Adoption rate is amazingly high: 62% of trips booked through E-Travel Online with no travel agent assistance, and another 12% started in the tool and completed with some travel agent

assistance. The State saves approximately \$9 in lower travel agency fees on each transaction processed without agent assistance.

Continued travel arrangement service for executive branch travelers, including Medicaid beneficiaries, resulting in calculated savings of \$2.8 million for FY 2010 under new travel management contract.

Maintained contracts with Alaska Airlines, Delta Airlines, and rural air carriers within Alaska, which generate most of the calculated savings. The Alaska Airlines contract saved the State and Medicaid travel \$1.2 million in FY 2010

E-Travel help desk, an online tutorial, and a comprehensive user's manual are in place and regularly updated. In addition, training for E-Travel Online is scheduled each month.

There have been few complaints about the services of the travel management company under the new contract. Customer satisfaction survey results have risen substantially and the travel management company met or exceeded all their performance standards for the quarter ending August 31, 2010.

Streamlined maintenance of 6,000 State traveler profiles using human resource information from the statewide payroll system and E-Travel Online options giving departments more control of the process. Departments appreciate this level of control.

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

	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	0.0	307.0	325.8
72000 Travel	0.0	5.0	5.0
73000 Services	0.0	2,563.4	2,563.4
74000 Commodities	0.0	25.0	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	2,900.4	2,919.2
Funding Sources:			
1004 General Fund Receipts	0.0	7.7	24.6
1007 Inter-Agency Receipts	0.0	2,892.7	2,894.6
Funding Totals	0.0	2,900.4	2,919.2

Estimated Revenue Collections

Description	Master Revenue Account	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
Unrestricted Revenues				
Unrestricted Fund	68515	0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	0.0	2,892.7	2,894.6
Restricted Total		0.0	2,892.7	2,894.6
Total Estimated Revenues		0.0	2,892.7	2,894.6

**Summary of Component Budget Changes
From FY2011 Management Plan to FY2012 Governor**

All dollars shown in thousands

	<u>Unrestricted Gen (UGF)</u>	<u>Designated Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal Funds</u>	<u>Total Funds</u>
FY2011 Management Plan	7.7	0.0	2,892.7	0.0	2,900.4
Adjustments which will continue current level of service:					
-FY 2011 Over/Understated GGU/SU salary adjustments	-0.1	0.0	1.9	0.0	1.8
-FY 2012 Personal Services increases	0.3	0.0	16.7	0.0	17.0
-Correct Unrealizable Fund Sources for Personal Services Increases	16.7	0.0	-16.7	0.0	0.0
FY2012 Governor	24.6	0.0	2,894.6	0.0	2,919.2

**E-Travel
Personal Services Information**

Authorized Positions			Personal Services Costs	
	<u>FY2011</u> <u>Management</u> <u>Plan</u>	<u>FY2012</u> <u>Governor</u>		
Full-time	3	3	Annual Salaries	213,269
Part-time	0	0	COLA	60
Nonpermanent	1	1	Premium Pay	0
			Annual Benefits	120,007
			<i>Less 2.26% Vacancy Factor</i>	<i>(7,536)</i>
			Lump Sum Premium Pay	0
Totals	4	4	Total Personal Services	325,800

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant IV	0	0	1	0	1
College Intern I	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)

	FY2010 Actuals	FY2011 Conference Committee (Final)	FY2011 Authorized	FY2011 Management Plan	FY2012 Governor	FY2011 Management Plan vs FY2012 Governor	
71000 Personal Services	0.0	306.8	307.0	307.0	325.8	18.8	6.1%
72000 Travel	0.0	5.0	5.0	5.0	5.0	0.0	0.0%
73000 Services	0.0	2,563.4	2,563.4	2,563.4	2,563.4	0.0	0.0%
74000 Commodities	0.0	25.0	25.0	25.0	25.0	0.0	0.0%
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	2,900.2	2,900.4	2,900.4	2,919.2	18.8	0.6%
Fund Sources:							
1004 Gen Fund	0.0	7.7	7.7	7.7	24.6	16.9	219.5%
1007 I/A Rcpts	0.0	2,892.5	2,892.7	2,892.7	2,894.6	1.9	0.1%
Unrestricted General (UGF)	0.0	7.7	7.7	7.7	24.6	16.9	219.5%
Designated General (DGF)	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Other Funds	0.0	2,892.5	2,892.7	2,892.7	2,894.6	1.9	0.1%
Federal Funds	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Positions:							
Permanent Full Time	0	3	3	3	3	0	0.0%
Permanent Part Time	0	0	0	0	0	0	0.0%
Non Permanent	0	1	1	1	1	0	0.0%

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	
***** Changes From FY2011 Conference Committee (Final) To FY2011 Authorized *****												
FY2011 Conference Committee												
	ConfCom	2,900.2	306.8	5.0	2,563.4	25.0	0.0	0.0	0.0	3	0	1
1004 Gen Fund		7.7										
1007 I/A Rcpts		2,892.5										
ADN 02-11-0012 STO SEC 01 CH 56 SLA 10 P 1 L 1 (HB421) FY2011 Non-covered Salary Increase Year 1												
	FisNot	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1007 I/A Rcpts		0.2										
FY2011 Noncovered Employees Year 1 increase : \$0.2 Act relating to the compensation of certain public officials, officers, and employees not covered by collective bargaining agreements; and providing for an effective date.												
Subtotal		2,900.4	307.0	5.0	2,563.4	25.0	0.0	0.0	0.0	3	0	1
***** Changes From FY2011 Authorized To FY2011 Management Plan *****												
Subtotal		2,900.4	307.0	5.0	2,563.4	25.0	0.0	0.0	0.0	3	0	1
***** Changes From FY2011 Management Plan To FY2012 Governor *****												
FY 2011 Over/Understated GGU/SU salary adjustments												
	SalAdj	1.8	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1004 Gen Fund		-0.1										
1007 I/A Rcpts		1.9										
When the SU and GGU salary adjustments were calculated, errors were made that understated some GGU amounts and overstated some SU amounts. This change record identifies the over and under stated amounts associated with these calculations.: \$1.8												
FY 2012 Personal Services increases												
	SalAdj	17.0	17.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1004 Gen Fund		0.3										
1007 I/A Rcpts		16.7										
This change record includes the following personal services increases: : \$17.0 Alaska State Employees Assn (GGU) FY2012 Health Insurance Increased Costs : \$3.9												

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	
Alaska Public Employees Assn (SU) FY2012 Health Insurance Increased Costs : \$1.9												
Alaska State Employees Association (GGU) FY 12 COLA increases : \$3.5												
Alaska Public Employees Association (SU) FY 12 COLA increases : \$2.0												
Non-Covered Employees FY 12 COLA increases : \$0.1												
Alaska State Employees Association - ASEA Geographic Differential for GGU : \$3.6												
Alaska Public Employees Association - APEA Geographic Differential for SU : \$2.0												
Correct Unrealizable Fund Sources for Personal Services Increases												
	FndChg	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1004 Gen Fund	16.7											
1007 I/A Rcpts	-16.7											
A fund source change from Interagency Receipt authorization to General Fund is requested for health insurance, COLA and geographical differential increases. If this fund source change is not approved, these costs will be passed to customer agencies and will result in unbudgeted cost increases.												
	Totals	2,919.2	325.8	5.0	2,563.4	25.0	0.0	0.0	0.0	3	0	1

Personal Services Expenditure Detail
Department of Administration

Scenario: FY2012 Governor (8665)
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 Months	Split / Count	Annual Salaries	COLA	Premium Pay	Annual Benefits	Total Costs	GF Amount
02-4092	State Travel Manager	FT	A	SS	Juneau	202	20C / D	12.0		72,528	0	0	40,398	112,926	7,848
02-4093	Accountant IV	FT	A	GP	Juneau	202	20J / K	12.0		81,764	0	0	44,090	125,854	0
02-4095	State Travel Office Assistant	FT	A	GP	Juneau	202	17C / D	12.0		56,295	0	0	35,222	91,517	0
02-IN0910	College Intern I	NP	N	EE	Juneau	AA	8A	9.0		2,682	60	0	297	3,039	0
													Total Salary Costs:	213,269	
													Total COLA:	60	
													Total Premium Pay::	0	
													Total Benefits:	120,007	
													Total Pre-Vacancy:	333,336	
													Minus Vacancy Adjustment of 2.26%:	(7,536)	
													Total Post-Vacancy:	325,800	
													Plus Lump Sum Premium Pay:	0	
													Personal Services Line 100:	325,800	
Total Component Months:		45.0													

PCN Funding Sources:	Pre-Vacancy	Post-Vacancy	Percent
1004 General Fund Receipts	7,848	7,671	2.35%
1007 Inter-Agency Receipts	325,488	318,129	97.65%
Total PCN Funding:	333,336	325,800	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		FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
72000	Travel		0.0	5.0	5.0
Expenditure Account	Servicing Agency	Explanation	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
72000 Travel Detail Totals			0.0	5.0	5.0
72111		Airfare (Instate Employee)	0.0	2.5	2.5
72411		Airfare (Out of state Emp)	0.0	0.9	0.9
72413		Lodging (Out of state Emp)	0.0	1.1	1.1
72414		Meals & Incidentals (Out of state Emp)	0.0	0.5	0.5

Line Item Detail
Department of Administration
Services

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

Line Number	Line Name		FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
73000	Services		0.0	2,563.4	2,563.4
Expenditure Account	Servicing Agency	Explanation	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
73000 Services Detail Totals			0.0	2,563.4	2,563.4
73029		Memberships	0.0	0.4	0.4
73052		Mgmt/Consulting (Non IA Svcs Financial)	0.0	7.6	7.6
73150		Information Technlgy	0.0	0.7	0.7
73401		Long Distance	0.0	6.5	6.5
73403		Data/Network	0.0	2.1	2.1
73452		Promotions	0.0	0.1	0.1
73650		Struc/Infstruct/Land	0.0	0.3	0.3
73677		Office Furn & Equip(Non IA Repair/Maint)	0.0	1.5	1.5
73759		Commission Sales (Non-IA-Other Svcs)	0.0	2,439.3	2,439.3
73805	IT-Non-Telecommnctns	Enterprise Technology Services	0.0	1.9	1.9
73806	IT-Telecommunication	Enterprise Technology Services	0.0	23.4	23.4
73809	Mail	Central Mail	0.0	0.9	0.9
73811	Building Leases	Leases	0.0	63.5	63.5
73814	Insurance	Risk Management	0.0	0.1	0.1
73815	Financial	Finance	0.0	0.2	0.2
73819	Commission Sales (IA Svcs)	E-Travel	0.0	0.1	0.1
73979	Mgmt/Consulting (IA Svcs)	Admin	0.0	14.8	14.8
		Commissioner's Office, Administrative Services, and IT desktop support services.			

Line Item Detail
Department of Administration
Commodities

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

Line Number	Line Name		FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
74000	Commodities		0.0	25.0	25.0
Expenditure Account	Servicing Agency	Explanation	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
74000 Commodities Detail Totals			0.0	25.0	25.0
74226		Equipment & Furniture	0.0	2.9	2.9
74229		Business Supplies	0.0	19.3	19.3
74233		Info Technology Equip	0.0	2.8	2.8

Unrestricted Revenue Detail
Department of Administration

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

Master Account	Revenue Description	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
68515	Unrestricted Fund	0.0	0.0	0.0

Detail Information

Revenue Amount	Revenue Description	Component	Collocation Code	AKSAS Fund	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
68515	Unrestrict Fu Source Interagency receipts for travel management services throughout the state executive branch.	E-Travel	2400270	11100	0.0	0.0	0.0

Restricted Revenue Detail
Department of Administration

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

Master Account	Revenue Description	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
51015	Interagency Receipts	0.0	2,892.7	2,894.6

Detail Information

Revenue Amount	Revenue Description	Component	Collocation Code	AKSAS Fund	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
59015	Office Of The Governr Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	0.0	0.0
59020	Administration Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	6.6	6.6
59026	State Travel Office Receipts Interagency receipts for travel management services throughout the state executive branch.	State Travel Office	2400270	11100	0.0	2,767.1	2,769.0
59030	Law Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	2.7	2.7
59040	Revenue Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	3.1	3.1
59050	Education Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	4.1	4.1
59060	Health & Social Svcs Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	30.9	30.9
59070	Labor Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	6.8	6.8
59080	Commerc & Economc Dev Interagency receipts for travel management services throughout the state executive branch.	Department-wide	2400270	11100	0.0	3.9	3.9
59090	Military & Vet Affrs	Department-wide	2400270	11100	0.0	3.6	3.6

Restricted Revenue Detail
Department of Administration

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

Master Account	Revenue Description	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
51015	Interagency Receipts	0.0	2,892.7	2,894.6

Detail Information

Revenue Amount	Revenue Description	Component	Collocation Code	AKSAS Fund	FY2010 Actuals	FY2011 Management Plan	FY2012 Governor
	Interagency receipts for travel management services throughout the state executive branch.						
59100	Natural Resources	Department-wide	2400270	11100	0.0	11.0	11.0
	Interagency receipts for travel management services throughout the state executive branch.						
59110	Fish & Game	Department-wide	2400270	11100	0.0	13.8	13.8
	Interagency receipts for travel management services throughout the state executive branch.						
59120	Public Safety	Department-wide	2400270	11100	0.0	15.2	15.2
	Interagency receipts for travel management services throughout the state executive branch.						
59180	Environmental Consvn	Department-wide	2400270	11100	0.0	6.7	6.7
	Interagency receipts for travel management services throughout the state executive branch.						
59200	Corrections	Department-wide	2400270	11100	0.0	8.7	8.7
	Interagency receipts for travel management services throughout the state executive branch.						
59250	Dotpf Op, Tpb, & Othr	Department-wide	2400270	11100	0.0	8.5	8.5
	Interagency receipts for travel management services throughout the state executive branch.						

Inter-Agency Services
Department of Administration

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

Expenditure Account	Service Description	Service Type	Servicing Agency	FY2010 Actuals	FY2011	
					Management Plan	FY2012 Governor
73805	IT-Non-Telecommnctns	Intra-dept	Enterprise Technology Services	0.0	1.9	1.9
73805 IT-Non-Telecommnctns subtotal:				0.0	1.9	1.9
73806	IT-Telecommunication	Intra-dept	Enterprise Technology Services	0.0	23.4	23.4
73806 IT-Telecommunication subtotal:				0.0	23.4	23.4
73809	Mail	Intra-dept	Central Mail	0.0	0.9	0.9
73809 Mail subtotal:				0.0	0.9	0.9
73811	Building Leases	Intra-dept	Leases	0.0	63.5	63.5
73811 Building Leases subtotal:				0.0	63.5	63.5
73814	Insurance	Intra-dept	Risk Management	0.0	0.1	0.1
73814 Insurance subtotal:				0.0	0.1	0.1
73815	Financial	Intra-dept	Finance	0.0	0.2	0.2
73815 Financial subtotal:				0.0	0.2	0.2
73819	Commission Sales (IA Svcs)	Intra-dept	E-Travel	0.0	0.1	0.1
73819 Commission Sales (IA Svcs) subtotal:				0.0	0.1	0.1
73979	Mgmt/Consulting (IA Svcs)	Commissioner's Office, Administrative Services, and IT desktop support services.	Intra-dept Admin	0.0	14.8	14.8
73979 Mgmt/Consulting (IA Svcs) subtotal:				0.0	14.8	14.8
E-Travel total:				0.0	104.9	104.9
Grand Total:				0.0	104.9	104.9