

# Defense Travel Management Office Overview





# Scope of the Defense Travel Enterprise

## Scope of the Enterprise

- DoD Travel Spend: \$11.8B (FY10)
- Housing and Cost of Living Allowances: \$23B (FY10)
- Commercial Travel Office Services: \$246M/5 years
- U.S. Car/Truck Rental Program: \$550M annually
- Military Bus Program (Safety Inspection Contract): \$1M annually
- Government Travel Charge Card: ~\$50B/10 Years



## Commercial Travel Program Management

- GSA City Pair – DoD Customer Interface
- U.S. Government Rental Car/Truck
- Military Bus
- Recruit Travel & Assistance
- Commercial Travel Office Services
- Premium Class Travel Oversight

## Travel Policy and Implementation

- Joint Federal Travel Regulations (JFTR)
- Joint Travel Regulations (JTR)
- Policy Transformation

## Customer Support and Training

- TAC (Travel Assistance Center)
- Customer Satisfaction Program
- Travel Training Resources
- Service and Agency Liaison

## Allowances and Entitlements

- Basic Housing Allowance
- Cost of Living Allowance
- Overseas Housing Allowance
- Per Diem Rates

## Defense Travel System

- System Owner
- Functional Requirements and Oversight

## FY10-11 Key Initiatives

- Travel Policy Transformation – Simple, efficient, relevant and flexible
- Defense Travel System (DTS) – Improve usability and maintain system stability
- Commercial Travel Office (CTO) Contracts – Complete worldwide contract award and implementation
- Decision-Support Capability – Performance management; single authoritative source for commercial travel data
- Next Generation Travel – Explore the best strategy for travel services in the future

## DoD Travel Card Program Management

- Individually Billed Accounts
- Centrally Billed Accounts





# GTCC Program Management

- Manage DoD's Travel Card Program for ~ 1.3M cardholders
  - Manage DoD's SmartPay® 2 task order
  - Coordinate with GSA, DoD Components
  - Serve as the main interface with card vendor
  - Develop DoD travel card policy and procedures
  - Facilitate travel card training for DoD
  - Review or initiate component review of card processes
  - Assist with Centrally Billed Account (CBA) reconciliation
- Key initiatives:
  - Identify and manage GTCC pilot programs
- Introduction of DoD CPMs and DTMO staff





# GTCC Program Managers

## Defense Travel Management Office (DTMO)

- ***Alec Cloyd, CDFM-A, Team Lead (Acting)***
  - After retiring from the Army, joined the DTMO in 2006 and is the 'Acting' GTCC Program lead, a position he has held off and on since 2008. Other responsibilities include managing current DTS functionality, and supporting next generation travel requirements as the Chief, Requirements Analysis and Management Branch.
- ***Jay Darnell, CDFM***
  - Spent 8 years on Active-Duty in the U.S. Marine Corps and has worked on the GTCC program since 2000 -- as an HL3 APC, as the DoD Account Manager at Bank of America and joined the DTMO team in June 2010.
- ***Scott Duplechain***
  - Retired in June 2011 after 23 years on Active-Duty in the U.S. Marine Corps. Has worked with the GTCC Program since 1998 -- as an HL4 APC, as the Marine Corps CPM (HL2) and in August 2011, joined the DTMO GTCC team.
- ***Crystal Heath***
  - Has worked on the GTCC program since 2008 and is the lead for the Agency CPMs at the DTMO. She also serves as a DTMO coordinator for tracking, resolving, and managing resolution of customer issues and concerns as it relates to management of the program.



# GTCC Program Managers

## Defense Travel Management Office (DTMO)

- ***Ann Barkley***

- Has worked for the DTMO since 2006, and the GTCC Program since 2008. Has primary responsibility for oversight of the electronic DTS CBA Reconciliation tool, supporting new implementations, on-going operational support and HL1 support at the DTMO.

- ***Tara Brewer***

- Joined the DTMO team in 2006 and is the DTS CBA Reconciliation SME, provide GTCC Support to Army and Agencies, and Visa IntelliLink Lead

## U.S. Army

- ***Frank Rago***

- Started as a member of the DoD Program Management Office in 1998. Transitioned the program from AMEX to BoA. POC for DoD IBA's 1999-2001. Joined Army team as Component Program Manager in September 2001.



# GTCC Program Managers

## U.S. Marine Corps

- ***Dave Fuqua, CDFM***
  - Retired Marine with over 30 years disbursing experience. Has served as the DTS lead for the Marine Corps and the Marine Corps GTCC Component Program Manager since 2007.
- ***MSgt Tim Lynch, CDFM***
  - Marine Corps disbursing officer with 19+ years experience in the field of finance. Has served as the Marine Corps GTCC Component Program Manager since 2006.
- ***MSgt John Kenney***
  - Marine Corps disbursing officer with 17+ years experience in the field of finance. Has worked on the GTCC Program since 2003 -- as an HL4 APC at MCLB Barstow from 2003 – 2005 and now as the Marine Corps CPM (HL2).



# GTCC Program Managers

## U.S. Navy

- ***Bonnie Paraschos***
  - Has worked with the Navy Travel Card program at DON CCPMD as an HL2 APC since 2003, and as the Navy Travel Card CPM Team Lead since 2005.
- ***Tish Fuller***
  - Since 2006, Tish has been the Navy Travel Card CBA Program Manager at DON CCPMD, and is an HL2 APC. Prior to this, Tish worked as the Navy Purchase Card CPM for several years.
- ***Danielle Digeorgio***
  - Came to CCPMD with a Financial background. Worked with the GTCC program for three years as an Intern, and is now an HL 2 at Navy CCPMD.
- ***Eric Campbell***
  - Worked on the GTCC program since 2006 – As the Travel Manger at the Naval Medical Research Center (HL5) APC / DTA and currently with CCPMD (HL2)



# GTCC Program Managers

## U.S. Air Force

- **Jim Sisson**
  - Held numerous budget / comptroller positions over lengthy military career – managing / overseeing various travel programs including DTS implementation / deployment and the GTCC program. Hired as the Director, Air Force Banking Office in April 2011
- **Greg Anthony**
  - Responsible for AF's GPC and CBA programs...extensive experience of 20+ years
- **Bill Graham**
  - Worked for SAF/FM for past eight years after starting with the 11th Wing on FAST project before moving over to DTS (replacement). Has been with AF Banking team for past two years and primary duties include systems and travel policy
- **Eric Green**
  - Originally hired as Banking Liaison in support of AF Banking programs. Primary duty supports AF's GTCC program and conversion to Controlled Spend Account
- **Darrell Haraway**
  - Worked in DoD's DTS Program Management Office for three years and in AF's DTS Program Management Office for four years. In January 2011, moved to AF Banking Team as GTC & CSA Program Manager (IBA Accounts)