



# Defense Travel Management Office



## DoD Lodging 101 – An Overview for Industry

GovTravels  
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# Agenda

- Program Overview
- Defense Travel System
  - DoD Preferred Commercial Lodging in DTS
  - Booking Procedures
- Property Selection
  - Requirements
- Rate Loading
- Traveler Feedback and Issue Resolution
- Resources



# Defense Travel Management Office (DTMO)

- DTMO is the single focal point for commercial travel within the Department of Defense
- Has central oversight for commercial travel management, travel policy and implementation, travel card program management, customer support and training, functional oversight of the Defense Travel System (DTS), and station and housing allowances program management
- Partners across the government and private sector to maintain an in-depth perspective of the travel industry and determine the best practices and standards for DoD travel

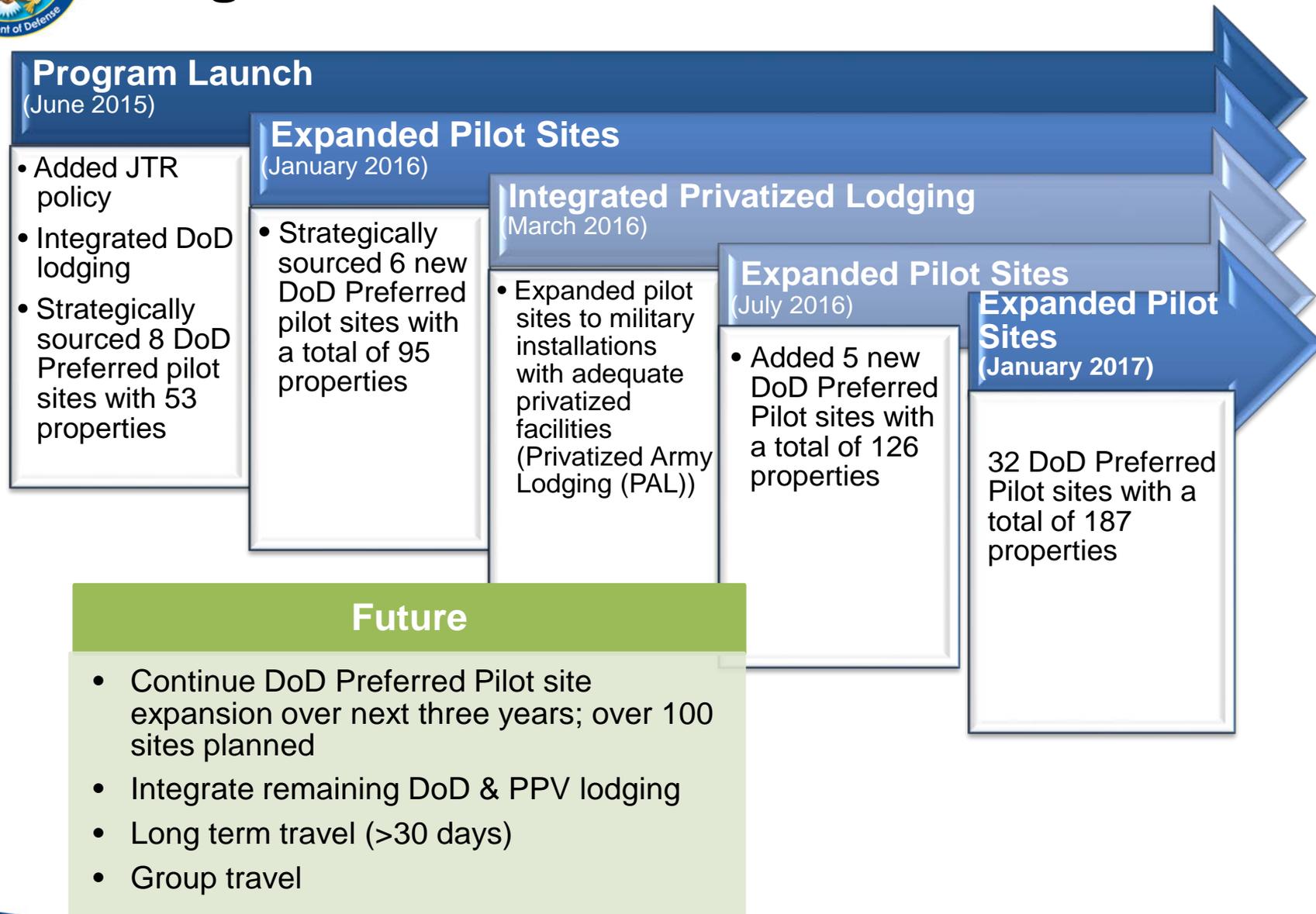


# Integrated Lodging Program Pilot (ILPP)

- FY15 National Defense Authorization Act (P.L. 113-291) authorized the Secretary of Defense to require both DoD civilian employees and service members to stay in government, privatized or DoD Preferred commercial lodging while on official travel
- Pilot launched in June 2015
  - Integrated the ability to book government (DoD Lodging) and privatized (Public-Private Venture) lodging properties through the Defense Travel System (DTS)
  - Incorporated strategically sourced commercial lodging at pilot locations



# Program Evolution





# Data-Driven Pilot Site Selection Process

- Pilot sites are identified in locations where:
  - Demand for room nights exceed the available installation lodging capacity of adequate rooms
  - Services have a need for rooms and there is no DoD lodging available in the area
- Input from Services
  - Army, Navy, Air Force, Marine Corps





# Current Pilot Sites

June 2015	January 2016	July 2016	January 2017
MacDill AFB Tampa, FL	JB Langley - Ft. Eustis Hampton & Newport News, VA	Ft. Bragg Fayetteville, NC	Aberdeen Proving Ground Aberdeen, MD
Wright Patterson AFB Dayton, OH	Ft. Lee Petersburg, VA	Ft. Meade Fort Meade, MD	Marine Corps Base Quantico Quantico, VA
JB Charleston Charleston, SC	Suffolk, VA	Redstone Arsenal Huntsville, AL	Ft. Benning Columbus, GA
SEATAC Airport Area, WA	Naval Weapons Station Yorktown – Cheatham Annex Yorktown & Williamsburg, VA	Hill AFB Ogden, UT	JBSA Fort Sam Houston, Lackland, Randolph, San Antonio Airport and Riverwalk San Antonio, TX
Multiple installations Norfolk, VA	Rock Island Arsenal/ Quad City, IL	Shaw AFB Sumter, SC	Naval Station Everett Everett, WA NAS Whidbey Island, WA
Naval Air Station Oceana & Dam Neck Annex Virginia Beach, VA			JB Lewis-McChord Tacoma, WA Downtown Seattle, WA
Naval Support Activity Saratoga Springs, NY – removed January 2017	<div style="border: 2px solid blue; padding: 10px; text-align: center;"> <p><i>Official listing available on website:</i>  <a href="http://www.defensetravel.dod.mil/Docs/ILP_Pilot_Start_Dates.pdf">www.defensetravel.dod.mil/Docs/ILP_Pilot_Start_Dates.pdf</a></p> </div>		Naval Base Kitsap - Bangor/Bremerton Bangor & Bremerton, WA
Marine Corps Air Ground Combat Center Twentynine Palms, CA			Luke AFB Phoenix, AZ



# Defense Travel System (DTS)

- DoD's fully integrated, automated, end-to-end travel management system
- Enables travelers to create authorizations (TDY travel orders), book reservations, receive approvals, generate travel vouchers, and receive a reimbursement that can be split between their bank accounts and the Government Travel Charge Card (GTCC) vendor
- Travelers are required to make reservations via DTS
  - If DTS is unavailable, travelers are required to make reservations through their Travel Management Center (TMC)





# How DTS Works

- Authorizations for Temporary Duty Travel will automatically route travelers to the lodging reservation module in DTS
  - Travelers are directed to the appropriate type of lodging based on travel location and supporting policy
  - Lodging displayed in a tabular format; DoD Preferred displays on its own tab
- Popup messages, pre-audits, and limited reimbursement when available directed lodging (DoD Preferred) is declined
- Other commercial lodging tabs are only displayed if DoD Preferred has no availability or is declined (reimbursement is limited)



# How DTS Works – DoD Preferred Lodging Tab

- DoD Preferred tab will display only available DoD Preferred commercial lodging
  - Rate loaded in the DoD Preferred rate code must be the equal to or lower than the negotiated rate, other government rates or best available
  - Distances shown from installation or other focal point in the metro area
- Travelers can search based on distance or hotel name
- Will only display accepted properties (no “squatters”)
- Types of travel not included in DoD Preferred
  - Non-pilot sites
  - Long Term Travel (31 days or more)
  - Groups
  - International (OCONUS)





# How DTS Works

- On the “Commercial – DoD Preferred” tab, properties are displayed according to distance from government facility
- The “Commercial – Fire Safety Act Compliant” tab defaults to Rate Range, and displays hotels in rate range order, lowest to highest
- DTS can sort commercial properties by distance, rate range, or hotel name



# DTS Demo at 1:00 p.m. Lodging Industry Meeting



**Defense Travel System**  
A New Era of Government Travel



# DoD Preferred Property Selection

- Annual solicitation distributed by contractor via Lanyon
- Sent to properties based on:
  - Distance from government facility
  - Industry rating
  - Input from Services
  - Input from National Account Managers
  - Traveler reviews
- Properties are scored based on selection criteria and selected based on quality and value
- Site visits are conducted for potential properties





# Amenities & Other Considerations

Guest Room Requirements	Other Considerations
<ul style="list-style-type: none"><li>• Complimentary internet</li><li>• Clock radio</li><li>• Complimentary cable or satellite television</li><li>• Individual temperature controls</li></ul>	<ul style="list-style-type: none"><li>• Distance to DoD facility</li><li>• Last Room Availability (LRA)</li><li>• Interior access rooms</li><li>• Free breakfast &amp; dining options</li><li>• Free parking and transportation</li><li>• In-room coffee makers, refrigerator, microwaves, iron/ironing board, hair dryers</li><li>• Fitness center</li><li>• Washers/dryers on site</li><li>• Offer same day dry cleaning</li></ul>



# Property Requirements

- ✓ Valid FEMA code
- ✓ Hotel name on the FEMA National List must match the exterior signage at the property
- ✓ Minimum 2 Crown NTM (Northstar Travel Media) rating or equivalent AAA Diamond rating
- ✓ 24 hour security each day through video monitoring of the property or 24/7 on-site personnel who have been trained in security protocols in case of emergency
- ✓ Cancellation policy 4:00 pm (or later) day of arrival with no early check-out fees
- ✓ Non-smoking rooms offered



## Property Requirements (continued)

- ✓ Well-lit hallways, parking lots, and public spaces
- ✓ Deadbolts, safety chains, and door viewers
- ✓ Fire evacuation plan
- ✓ No minimum stay requirements, day of week restrictions, or deposits
- ✓ No service or resort fees unless the traveler requests and uses these services
- ✓ DoD Preferred rate a minimum of 10% below per diem
- ✓ Accepted DoD Preferred rates loaded in the GDS must be at or below published BAR, published government and other public rates available for federal government travelers on official business



## Property Requirements (continued)

- ✓ Compliance with the Americans with Disabilities Act (ADA) and the Virginia Graeme-Baker Act (pool suction entrapment avoidance)
- ✓ Compliance with walk policy - secure comparable room at a DoD Preferred property, provide transportation, pay for one phone call, and pay one night difference between original and new room cost. If a DoD Preferred property is not available, the hotel must agree to secure a comparable room at a non-participating FEMA-approved property, provide transportation, pay for one phone call, and pay for one night (room & tax).



## Property Requirements (continued)

- ✓ Accept SmartPay® 2 TravelCard (VISA)
- ✓ Load rates in both Sabre and Worldspan
- ✓ Report feedback received from DoD Preferred travelers; report walked travelers
- ✓ Report and pay the 2.75% participation fee on every consumed room night
- ✓ Submit monthly data reports due by the 20th of each month
  - ✓ Check-In Date, Check-Out Date, Total Amount, Rate Paid, Parking Fee Paid, Internet Access Fee Paid, Confirmation Number, Method of Payment, Method of Reservation, Sabre GDS Code



# Response to Solicitation

- Ensure rates meet requirements
  - At least 10% below per diem for each season
    - **Round down**
  - Must match GSA seasons (max five seasons)
  - Permitted up to five blackout periods of up to five nights each
- Ensure Lanyon information is **accurate** to be considered
- Submit questions to contractor



# Rate Loading

- Selected properties will receive rate loading instructions
- Rates must be loaded accurately by specified date in order to be viewed in DTS
- Weekly rate audits in the GDS
  - If a property does not pass rate audit, both the property and National Account Manager are notified and given the opportunity to correct
  - If the correction is not made by the specified date or there is an ongoing issue, the property will be removed from the program
- When squatters are detected:
  - The property and brand are advised to remove immediately
  - In the event of an on-going issue, the brand has the potential of being removed



# Preferred Commercial Lodging Complaint Resolution Process

## DTMO

- If necessary, sends file to NG for removal of hotel.
- Retains an archive of which properties were removed and date
- Writes/sends response to customer and closes TAC ticket

## DTMO

- Reviews information, considers resolution offered, previous reports and actions, and classification of issue to determine DTMO action

## Decision Category

- **Warning:** monitor for corrective action and additional complaints, used for minor issues
- **Suspension:** determine amount of time for suspension (until issue is resolved, demonstrates successful resolution, etc.)
- **Removal:** repeated issues, no evidence of issue resolution or resolution was unsuccessful, used for serious safety/health issues

## Complaint Source

- Submitted via TAC Ticket, Service POC, direct email, or customer satisfaction survey

## Travel Assistance Center/DTMO

- Gathers information and sends to contractor

## Contractor

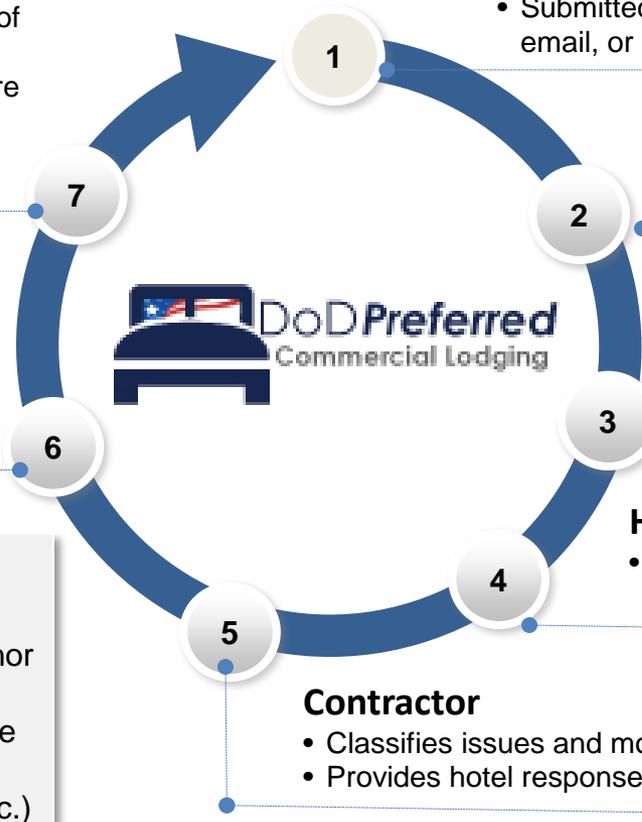
- Validates hotel is in program, researches complaint history
- Sends feedback to hotel POC

## Hotel

- Sends response that includes the facts, response, and proposed resolution

## Contractor

- Classifies issues and monitors hotel for corrective action
- Provides hotel response and recommends action to DTMO





# ILPP Resources

**DEFENSE TRAVEL MANAGEMENT OFFICE**  
THE DoD CENTER FOR TRAVEL EXCELLENCE

Home About Programs & Services News References Search:  **Go**

**Commercial Travel Management**

U.S. Rental Car and Truck Programs  
Military Bus Program  
Recruit Travel and Assistance  
Commercial Air  
Commercial Travel Office Services  
Lodging  
Government Lodging  
Commercial Lodging  
Rail

[Programs & Services](#) > [Commercial Travel Management](#) > [Lodging](#)

## Integrated Lodging Program Pilot

**Attention:** As of January 1, 2016, the following new pilot sites will be added to the Integrated Lodging Program Pilot: Fort Lee/Petersburg, VA - Fort Lee; Hampton, VA - Langley AFB; Newport News, VA - Fort Eustis; Quad City, IL - Rock Island Arsenal; Suffolk, VA; York/Williamsburg, VA - Yorktown Facility. Additionally, the DoD Preferred commercial lodging properties that participate in the program will change.

In 2015, the Department of Defense launched a pilot of a new Integrated Lodging Program that includes preferred commercial lodging providers and integrates the ability to book government (DoD) lodging properties through the Defense Travel System (DTS).

Section 914 of the FY15 [National Defense Authorization Act \(P.L. 113-291\)](#) authorized the Secretary of Defense to institute a government lodging program. That authority allows the Secretary of Defense to require both DoD civilian employees and members to stay in government (DoD Lodging) or preferred commercial lodging while on official travel. As a first step, the pilot will test the viability of an enterprise-wide commercial lodging program and direct travelers to use government (DoD Lodging) or preferred commercial lodging at select pilot locations.

The DoD Integrated Lodging Program Pilot affords an excellent opportunity to not only leverage the Department's collective purchasing power, but also incorporate program enhancements that ensure a certain level of "duty of care" for its travelers. The Integrated Lodging Program Pilot will:

- Enable travelers to use DTS to find trusted lodging providers (government and preferred commercial).
- Ensure travelers are staying in quality lodging facilities that are close to

**Quick Links and Resources**

- [FAQs for Travelers](#)
- [FAQs for Travel Administrators](#)
- [ILPP Guide](#)
- [Fact Sheet](#)
- [Start Dates by Location](#)
- [2015 Pilot Sites by Metro Area](#)
- [2016 Rates](#)
- [Rates Archive](#)
- [DoD Lodging Available in DTS](#)
- [2016 DoD Preferred Commercial Properties List](#)
- [Lodging "Adequacy" Standards](#)
- [JTR par. 1265 ♦♦♦ DoD ILPP and Mandatory Use of Gov't Qtrs](#)
- [ILPP Communication Toolkit](#)
- [Government \(DoD\) Lodging Facilities](#)
- [Commercial Lodging](#)
- [State Tax Exempt Forms](#)

[www.defensetravel.dod.mil/site/lodging.cfm](http://www.defensetravel.dod.mil/site/lodging.cfm)