



Defense Travel Management Office



Integrated Lodging Program & DoD Preferred: An Industry Update

GovTravels
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Agenda

- Program Overview
- Properties
- Common Misconceptions & FAQs
- Defense Travel System
- Traveler Satisfaction
- Resources
- Open Discussion



Guiding Principles for DoD Preferred

- **Traveler First Initiative** — travel is about people; we are renting a temporary place to live
 - Set quality standards, reflect customer priorities, make adjustments to satisfy
 - Put eyes on properties—use all networks
 - Companionate compliance—communicate, navigate, provide accommodations, measure
 - Build the program right and they will come—pilot approach
- **Service After Sale** — build a program that comes with a warranty
 - Fire & forget works well for a weapon system—but not for a people system
 - Direct 360° stakeholder input—do not insulate with surrogate intermediary
- **Pin Point Sourcing** — work data to atomic level, then mold into actionable business intell
 - Know the market and traveler needs, detailed analysis, link data points; GTTC, DTS, TMC...
 - Objective competitive selection criteria, seek out opportunities, apply lessons learned
 - Move market through diligence, not demands: communications, metrics, training, rates, system, ...
- **Measure, Fix, Reflect** — count it with intellectual honesty
 - Select KPI and apply: customer's view, efficiency, program and system adoption
 - Count all costs/avoidance; rates, amenities, fees, ROI, overhead, system
- **Actions Yield Trust, Trust Yields Authority** — title 5 forbids directed use of lodging
 - §914 authority temporary expiring 2019, must prove that travelers are better off in the program than out
 - Must have infrastructure to guide travelers through rules with edit flags and off ramps
 - Integrated implementation gains trust of: travelers, Congress, OMB, unions, industry, Services



Integrated Lodging Program Pilot (ILPP)

2015 National Defense Authorization Act (P.L. 113-291) authorized the Secretary of Defense to institute lodging program to provide adequate government and commercial lodging AND required both DoD civilian employees and Service members to stay in government, privatized, or DoD Preferred commercial lodging while on official travel

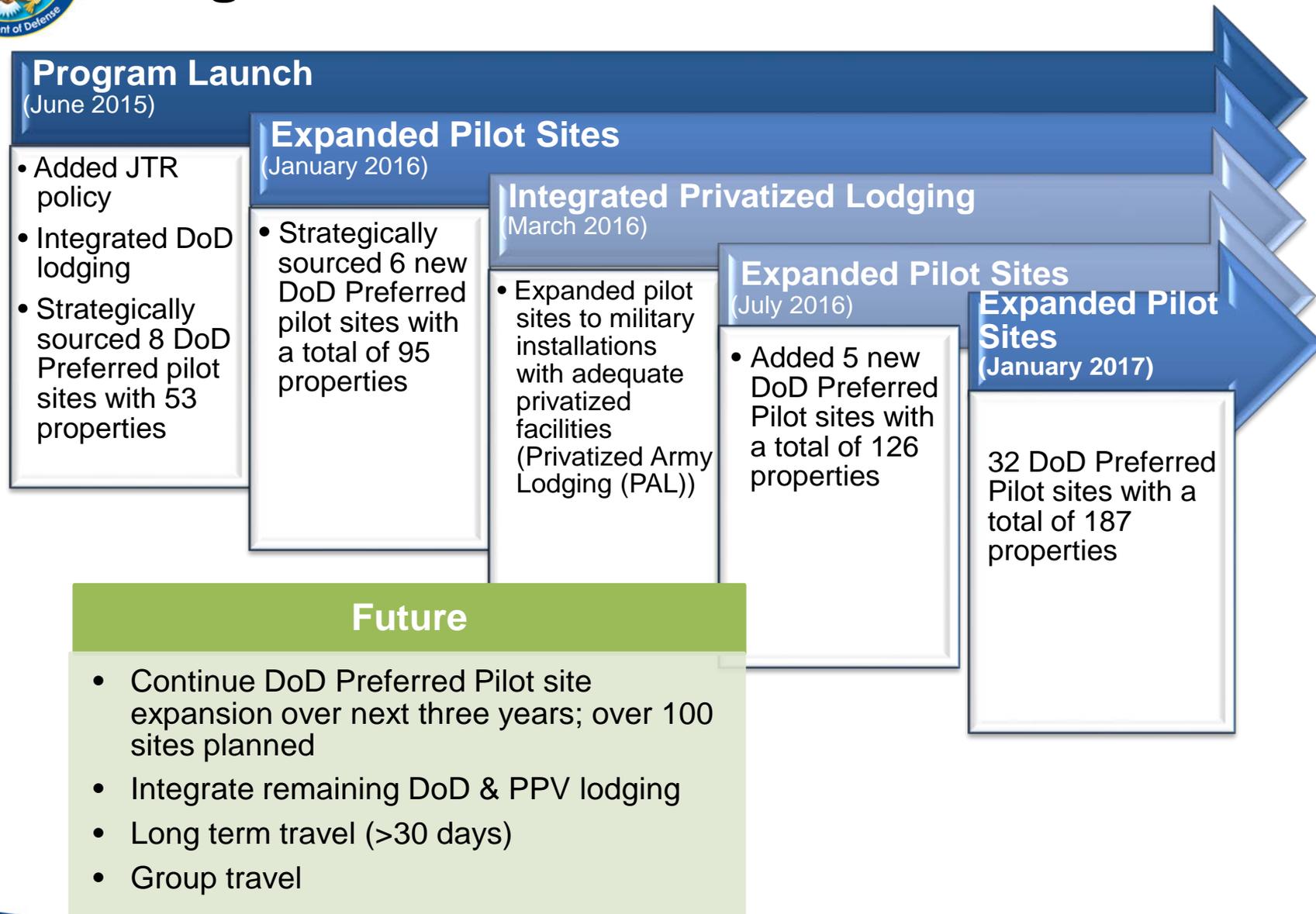


Overview

- Pilot launched in June 2015
 - Integrated the ability to book government (DoD Lodging) and privatized (Public-Private Venture) lodging properties through DTS
 - Incorporated strategically sourced commercial lodging at pilot locations (DoD Preferred – 32 pilot locations in 2017)
- Program benefits:
 - Duty of care: offer quality, safe, secure facilities at or close to TDY locations
 - Program Cost Avoidance: reduces lodging spend per night; FY2016 \$3.4M; Rates average 84.6% of per diem
 - Spend Visibility: better able to identify where funds spent



Program Evolution





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: 1px solid black; padding: 10px; text-align: center;"> <p><i>Official listing available on website:</i> www.defensetravel.dod.mil/Docs/ILP_Pilot_Start_Dates.pdf</p> </div>		Naval Base Kitsap - Bangor/Bremerton Bangor & Bremerton, WA
Marine Corps Air Ground Combat Center Twentynine Palms, CA			Luke AFB Phoenix, AZ



DoD Preferred Property Selection

- Annual solicitation distributed by Contractor via Lanyon
 - Ensure Lanyon information is updated and accurate
 - Properties with identified inaccurate information is shared with NAM
 - Update by April 24
 - 2018 CY Solicitation released in August/September
 - After release of FY2018 per diems
- Based on Quality and Value
 - FEMA approved
 - Distance from government facility
 - Industry rating (minimum 2 crowns)
 - Input from Services
 - Input from National Account Managers
 - Traveler reviews

QUALITY 





Property Selection Methodology

- Rate offered and distance to the facility are key factors followed by traveler convenience and amenities
 - Food service available, free breakfast, fitness center, coffee maker, refrigerator, microwave, hair dryer, on-site laundry, dry cleaning
 - Other factors considered
 - LRA, Crown Rating, current volume in immediate area, traveler reviews
 - Rate minimum of 10% below per diem
 - Properties are scored based on selection criteria
- Site visits and intelligence from Services and local installation personnel





2017 Preferred Property Overview

Alabama

- Redstone Arsenal, Huntsville, AL (8)

Arizona

- Luke AFB, Glendale, AZ (5)

California

- Marine Corps Air Ground Combat Center (MCAGCC), Twentynine Palms, CA (2)

Florida

- MacDill AFB, Tampa, FL (18)

Georgia

- Ft. Benning, Columbus, GA (6)

Illinois/Iowa

- Rock Island Arsenal, Quad City, IL (3)

Maryland

- Aberdeen Proving Ground, Aberdeen, MD (6)
- Ft. Meade, Ft. Meade, MD (8)

North Carolina

- Ft. Bragg, Fayetteville, NC (13)

Ohio

- Wright Patterson AFB, Dayton, OH (12)

South Carolina

- JB Charleston, Charleston, SC (15)
- Shaw AFB, Sumter, SC (3)





2017 Preferred Property Overview

TEXAS

- Ft. Sam Houston, Riverwalk, Airport, Undesignated, San Antonio, TX (14)
- Lackland AFB, San Antonio, TX (3)
- Randolph AFB, San Antonio, Schertz, TX (2)

Utah

- Hill AFB, Ogden UT (3)

Washington

- JB Lewis-McChord, Tacoma, WA (2)
- Naval Air Station Whidbey Island, WA (2)
- Naval Base Kitsap, Bangor, WA (1)
- Naval Base Kitsap, Bremerton, WA (2)
- Naval Station Everett, WA (2)
- Seattle downtown area, Seattle, WA (2)
- Seattle Tacoma (SEATAC) Airport /Seattle South, WA (4)

Virginia

- Ft. Eustis, Newport News, VA (4)
- Ft. Lee, Petersburg, VA (14)
- Langley AFB, Hampton, VA (3)
- Marine Corps Base (MCB) Quantico, VA (4)
- Naval Support Commands, Suffolk, VA (3)
- Naval Station Norfolk, Medical Center Portsmouth, Naval Ship Yard, Naval Support Activity Hampton Roads, Norfolk, VA (13)
- Naval Air Station Oceania, Dam Neck, Joint Expeditionary Base Little Creek-Fort Story Virginia Beach, VA (7)
- Yorktown Facilities, Williamsburg, VA (3)





Rate Loading

- Rates must be loaded accurately by specified date in order to be viewed in DTS
- Weekly rate audits in the GDS by Contractor
 - 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 may 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





Common Misconceptions

- *If a DoD Preferred property is oversold, a traveler can be walked to any hotel of the property's choice.*
 - DoD Preferred properties must walk travelers to another DoD Preferred property and ensure they are receiving a DoD Preferred rate. If the rate is higher than the rate at the booked property, the walking property is responsible for paying the difference.
- *A DoD Preferred property should include breakfast in their rate if they do NOT offer breakfast to other travelers.*
 - The free breakfast that should be included is the same breakfast that is offered to other travelers.





Common Misconceptions

- *During the solicitation cycle, rather than including their best offer, properties should wait for negotiations.*
 - Negotiations are not guaranteed.
 - Properties should provide their best offer with their initial solicitation response.
- *If a DoD traveler contacts a hotel directly, the hotel does NOT have to offer the DoD Preferred rate.*
 - Although the majority of bookings occur in DTS and via the Travel Management Centers, DoD Preferred properties are required to offer the DoD Preferred rate if they are contacted directly.





Common Misconceptions

- *A property will still get DoD business if it is in a DoD Preferred market and doesn't bid or get accepted in the DoD Preferred program.*
 - DoD Preferred is NOT new business. It is for all DoD transient travel (30 days or less) in the Preferred Pilot locations. By policy, travelers are required to stay at DoD Preferred properties.
- *Some properties are too far from a base to be considered for DoD Preferred, but they get business anyway.*
 - For DoD Preferred, the DTMO strategically sources properties in areas that DoD needs to travel. This could be close to a military installation or other locations where DoD is conducting business.





Common Misconceptions

- *If a property participates in DoD Preferred, it needs to extend the rates to government contractors.*
 - DTMO does NOT require that DoD Preferred rates be extended to government contractors. The DoD Preferred program is for DoD travelers (civilians/service members) on official DoD business, not contractors.
- *DoD Preferred is available in all markets.*
 - In 2017, DoD Preferred is currently in 32 markets. It will expand to additional markets in 2018 and over the next few years.
 - DoD travelers going to non-DoD Preferred locations still book in DTS, but book FedRooms or other government rates.





Common Misconceptions

- *If accepted in the previous year, a property will automatically be accepted in the next year's program.*
 - Participation in the program one year does not guarantee participation the following years.
 - DoD Preferred is solicited annually and strategically sourced based on quality and value. Not being selected for participation one year, does not mean a property will not be considered for future solicitations.
- *There is always a mid-year RFP.*
 - There is NOT always a mid-year RFP (solicitation).





Common Misconceptions

- *A property can ask to be solicited or nominate themselves or just sign up for DoD Preferred.*
 - DoD Preferred is a managed lodging program that strategically sources properties. Properties must meet specific criteria to be solicited and selected. This is done once annually per site.
 - The number of participating properties is based on the demand for commercial rooms in each pilot site.
 - If a property has not been solicited and is interested, they should contact their National Account Manager.





Frequently Asked Questions

- *What is ILPP vs. DoD Preferred?*
 - The 2015 National Defense Authorization Act (P.L. 113-291) authorized the Secretary of Defense to institute a lodging program to provide adequate government and commercial lodging AND required both DoD civilian employees and Service members to stay in government, privatized, or DoD Preferred commercial lodging while on official travel.
 - This program is called the DoD Integrated Lodging Program Pilot, or ILPP. ILPP integrated the ability to book government (DoD Lodging) and privatized (Public-Private Venture) lodging properties through DTS as well as incorporated strategically sourced commercial lodging at pilot locations.
 - DoD Preferred is the strategically sourced commercial lodging piece of the program.





Frequent Asked Questions

- *A traveler told me my property does not display in the DoD Preferred tab (or in DTS). What should I do?*
 - Only participating DoD Preferred properties (with availability) will appear on the DoD Preferred tab. If a traveler says a participating property is not displaying on the DoD Preferred tab, check to make sure the dates the traveler is searching for are available before contacting our contractor or the DTMO.
 - If the property is not a DoD Preferred property, but has a FEMA number, offers a government rate, and is bookable in the GDS, it should display on the Commercial Fire Safety Act Compliant tab (if there is availability).
 - If travelers are attempting to find a specific property, they may need to modify their search and use the zip code and/or property name in order to display availability.
 - If the property has availability and meets the criteria listed above and is still being told it does not display, the property should contact our contractor for assistance.





Booking Procedures

- Travelers are required to make reservations via Defense Travel System (DTS)
 - If DTS is unavailable, travelers are required to make reservations through the Travel Management Center (TMC)
- If traveler is unable to use DTS or the TMC, and contacts property directly, the DoD Preferred rate should be offered





Integrated Lodging Program - System

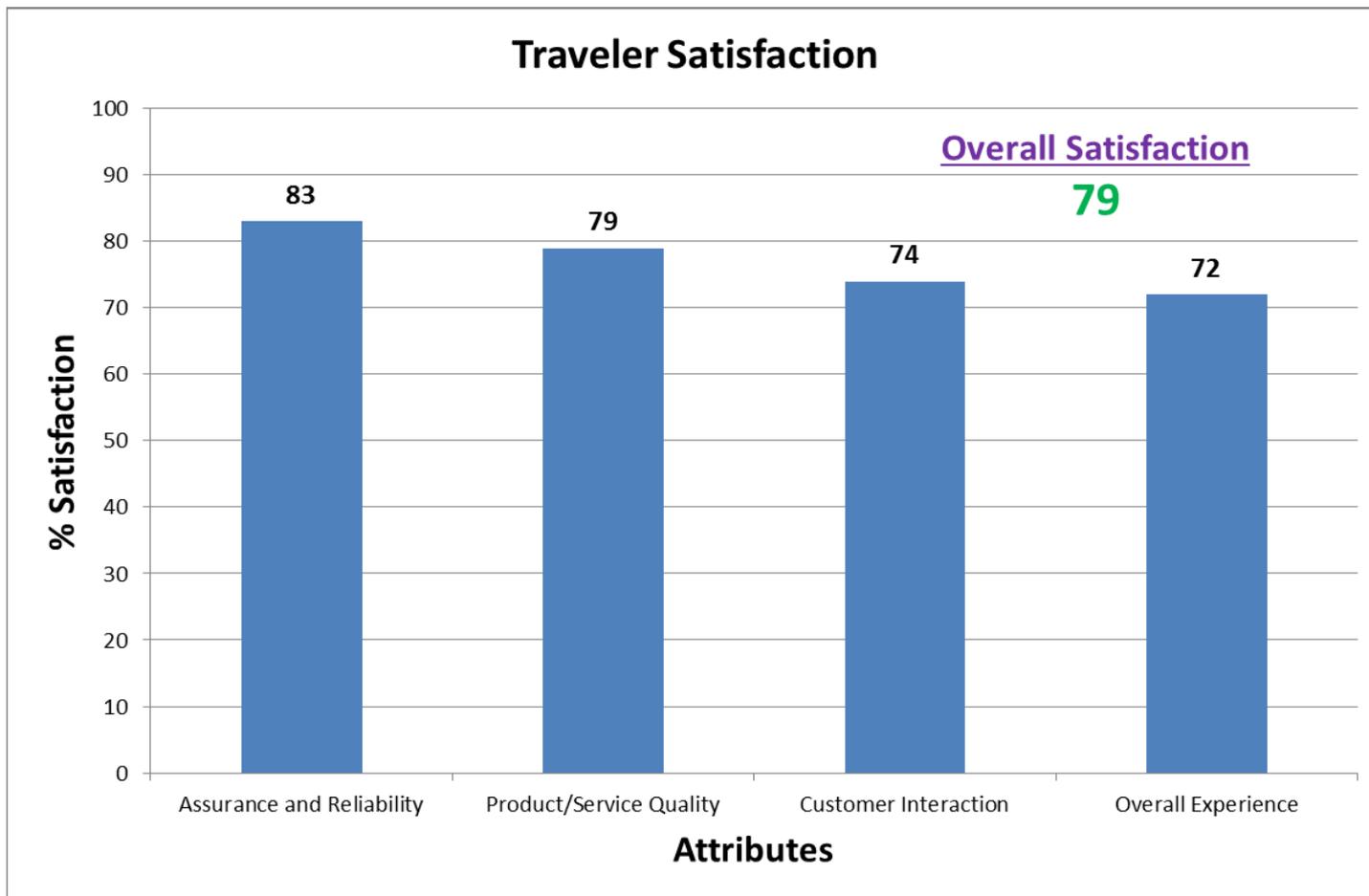
- DTS displays the appropriate tab based on TDY destination and policy
 1. Govt - DoD (TDY location is an installation)
 2. Govt - Privatized (PPV, only some Army locations)
 3. Commercial - DoD Preferred (Only at pilot locations)
 4. Commercial - Fire Safety Act Compliant
(Other Safety Compliant)
 5. Commercial – Other

A blue oval button with a white border and a drop shadow, containing the text "DTS DEMO" in white, bold, uppercase letters.

DTS DEMO



Customer Satisfaction (Overall & by Attribute)





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

DTS is available. EWTS is available. Login to DTS

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