



## The Shared Travel Services Initiative: Value Proposition

Planning for the future is just as important as keeping up with the present pace of change. The travel industry – and the business of government travel – has changed dramatically in the past several years, resulting in increased security concerns and the changing economic realities of travel. To better manage government travel costs and to help raise the level of service to government employees, Treasury Board ministers granted Effective Project Approval (EPA) of the Shared Travel Services Initiative (STSI) in June 2003 and established it as a major crown project. This fact sheet outlines the value and benefits the STSI brings to the Government of Canada, its departments and agencies, and its employees.

### ***The STSI — What's in it for the Government of Canada***

The government spends approximately \$1.3 billion annually on travel, plus another \$300 million on travel administration. The most conservative savings forecast projects that the STSI will save the Government of Canada and taxpayers \$1 billion over the probable nine-year life (seven years, with an option to renew for two additional years) of the contract.

The STSI will help the Government of Canada manage costs by:

- taking advantage of significant usage rebates and discounts based on larger travel volumes;
- reducing the number of paper-based processes related to travel;
- gathering more complete information on travel spending; and,
- providing greater transparency of transaction costs and a simplified process for carrying out rapid audits, when required.

The STSI will support the delivery of quality programs and services to all Canadians, and will help to improve the working environment in the federal public service and make it easier for the Government of Canada to attract and retain the best employees.



### ***The STSI — What's in it for your organization***

The new government travel service will save your department or agency time and money. Automation and integration will reduce administrative overhead, maximize rebates and discounts, control spending and provide managers with better information on when, how and why travel takes place so that they can make better decisions.

More specifically, departments can expect to see additional savings because:

- Fees for transactions made on the new on-line booking tool will be significantly lower than those for counsellor-assisted transactions;
- Increased use of the government travel card will result in increased volume rebates\*, and decreased use and processing of traveller's cheques will result in further savings;
- Common travel policies, such as kilometric rates and meal allowances will be programmed into the expense claims system, once it is available. As a result, costly audits will only be required for exceptional situations;
- Departments will eventually be able to better manage their travel budgets with the data feed to departmental financial systems; and
- Improved travel information will be used to negotiate improved rates for all departments and agencies.

*\*Volume rebates from the travel industry will be retained by STSI over the first three years of the contract to assist in repayment of the \$19-million TBS loan that was granted to fund the initiative.*

### ***The STSI – What's in it for you***

For Government of Canada employees, the STSI means better travel tools and support, and an improved travel experience from start to finish. Government travellers have already begun to benefit from the new full-service travel agency and government travel card. Soon, an on-line booking tool and expense claim management system will be available to help employees and departments better plan and manage their business travel.

The new full-service travel agency provides all the benefits of a traditional travel agency, including a bilingual employee travel support network. These support services are available worldwide, 24/7. The agency also offers trip planning assistance, group, conference and event planning services, health and safety advisories, and services for travellers with special needs.

With the new government travel card, employees will benefit from their choice of loyalty programs, access to cash advances and traveller's cheques through ATMs, and improved insurance coverage while on travel status. For example, when you charge a car rental to your government travel card, you will be automatically covered for theft or damage on many car rentals up to the full value of the car. There is



no additional charge for this coverage, and you do not have to pay the daily Loss Damage Waiver fee (usually \$16 to \$24) charged by the car rental company. For more information on travel insurance coverage and other card benefits, please visit <http://gtmo.gc.ca>.

### ***You are a part of the solution***

Once the on-line booking tool is available, increased volume usage of the tool will lead to significant savings for departments and agencies, and will help the government, as a whole, to qualify for substantial rebates. Using the on-line booking tool will cut transaction fees in half. Furthermore, increased use of the travel card, the travel agency and the on-line booking tool will allow managers to track travel spending and collect better information on departmental travel patterns.

By using the travel services available under the STSI to manage your business travel, you will not only benefit from an improved travel experience; you will help to save the government – and taxpayers – money.

### ***About the STSI***

The Shared Travel Services Initiative (STSI) is a Government of Canada initiative jointly led by Public Works and Government Services Canada and the Treasury Board of Canada Secretariat.

More information on the STSI and Travel AcXess Voyage is available at <http://gtmo.gc.ca>.