




# United States Department of the Interior

OFFICE OF THE ASSISTANT SECRETARY  
POLICY, MANAGEMENT AND BUDGET  
Washington, D.C. 20240

APR 14 2003

## Memorandum

To: Solicitor  
Inspector General  
Assistant Secretaries  
Heads of Bureaus

From: P. Lynn Scarlett   
Assistant Secretary – Policy, Management and Budget

Subject: Planned Improvements in Telephone Service at Omega World Travel  
Improvements

As you know, the Department is committed to continual improvements in travel services to better support our mission critical travel.

Based on a recent survey of 1,400 randomly selected DOI travelers, the issue of telephone performance was frequently cited as an area of concern. Our Travel Management Center provider (Omega World Travel) presently uses 15 Call Centers, and 43 different telephone numbers to support DOI's travel service needs. This existing infrastructure consists of stand-alone telephone lines that are not networked with other Call Centers. On a system-wide basis, this has resulted in excessive hold times, and poor telephone service on occasion due to imbalances in telephone workload distribution.

The quality assurance survey also revealed that the costly network of on-site facilities (located in Washington, DC; Reston, VA; Denver CO; Boise, ID; and Anchorage, AK) collectively accounts for only 5% of the Department's travel business. Thus the on-site facilities, as a rule, are being significantly under-utilized.

With these factors in mind, the Travel Management Center Workgroup (comprised of representatives from all bureaus) recommended that the following actions be taken to improve travel services: (1) that the existing 15 OWT Call Centers be consolidated into 3 interconnected Call Centers to minimize telephone hold times systemwide; and (2) that the existing on-site facilities in Washington, DC, Reston, VA, and Denver, CO, be closed. The Boise on-site (which supports the Wildland Fire community), and the Anchorage, AK on-site (whose operating costs are absorbed by OWT), would continue to remain open, as would a small service desk in the Main Interior building.

Conversion to the consolidated Call Center structure is scheduled to be completed by May 2, 2003, and is expected to generate recurring savings of approximately \$750,000 annually. After the conversion, you can expect to see immediate savings in the form of reduced OWT transaction fees of 10% or more from current levels. Of equal importance, the consolidated service structure will pre-position the Department for the transition to the governmentwide E-Travel system, when it becomes available later this year.

My travel memorandum of March 24, 2003, asked each of you to prepare plans for reducing travel costs by 10% or more during Fiscal 2003, and the changes identified above should help everyone towards achieving this objective.

In cooperation with the Travel Management Center Workgroup, the Department is working closely with OWT to improve the travel service delivery infrastructure in a seamless manner.

If you have additional questions or comments regarding this change, please feel free to contact Ted Woronka at (202) 208-4701.