

The GSA logo consists of the letters 'GSA' in a white, bold, sans-serif font, set against a solid blue square background.

# Governmentwide Relocation Advisory Board Update

Household Goods and Freight Forum  
Charlotte, NC

January 30, 2007

# Briefing Topics

- GRAB Background
- GSA Action Plan
- Upcoming FTR 302 Changes and Legislative Proposals
- Relocation Resource Centers:
  - Concept
  - Benefits
  - Certification
  - Next Steps

# GRAB Goals

- Identify opportunities to streamline relocation processes
- Improve agencies' abilities to monitor and manage relocation expenditures and adherence to policies
- Recommend changes to the Federal Travel Regulation consistent with corporate best practices
- Identify areas where the Government could reduce administrative burden, process variability, and costs of managing relocations

# GRAB Recommendations

152 recommendations addressed to:

- GSA
- Federal agencies
- OPM and the Chief Human Capital Officers (CHCO) Council
- OMB and the Chief Financial Officers (CFO) Council

# GSA Action Plan

- GSA/OGP is leading the analysis and implementation activities
- Short Term:
  - Established the Executive Relocation Steering Committee (ERSC)
  - Developed an action plan to address all GRAB recommendations
  - Briefings conducted for Senate staff, House Investigators
  - Publishing the FTR 302 changes recommended by the RBPC
  - Replacing the existing on-line relocation handbook

# GSA Action Plan – Long Term

- Refine the concept and plans for the Relocation Resource Center(s)
- Develop a governmentwide relocation data collection process
- Develop a legislative package and a new regulatory package, based on GRAB recommendations
- Start work on RITA later this year
- Work with OPM to refine the approach on the human capital issues

# FTR 302 Changes – Final Rule This Year – Page 1

- Status: GSA working with OMB on last-minute details in the text.
- Provisions:
  - Tightens the decreasing tiered reimbursement for Temporary Quarters Subsistence Expense (TQSE)
  - Allows 10% for packing household goods

# FTR 302 Changes – Final Rule

## This Year – Page 2

- Reduces relocation and extensions from 2 years with a 2 year extension to one year with a possible one year extension
- Sets 250-mile threshold for driving vs. common carrier for househunting trips
- Limits CONUS POV shipment to 2
- Adopts the IRS's 50-mile distance test for local moves
- Reinforces the requirement to collect and report relocation data to GSA
- Reduces time limits on storage in transit for CONUS shipments



# FTR 302 Changes – Proposed Rule This Year

- Direct the agencies to establish comprehensive home-sale programs
- Direct the agencies to give first consideration to buyer value home sales and second consideration to amended value home sales
- Make direct reimbursement for home sales a non-preferred option
- Reduce limits on storage in transit
- Use locality rate per diem for fixed reimbursement househunting trips and standard CONUS per diem for actual expense househunting trips

# Legislative Changes to be Proposed This Year

- Make direct reimbursement an agency option rather than an employee choice
- Adopt a lump sum for miscellaneous expenses, to be revised periodically by GSA
- Reduce TQSE days to 30 + 30
- Eliminate commuted rate HHG shipments
- Allow 2 POVs for OCONUS transfers
- Allow POV rental before POV arrives
- Allow storage of POV when it can't be shipped
- Allow spousal employment assistance

# Legislative Changes to be Proposed This Year – Page 2

- Renew pilot program authority
- Reimburse en-route subsistence for family
- Expand relocation benefits for new appointees
- Pay rental brokers fees where customary
- Require that every large agency manage relocation using a comprehensive, automated system
- Require that every large agency provide separate, annual reports on relocation and travel
- Require that every large agency designate a senior official to oversee relocation

# GRAB Goals (same slide as before)

- Identify opportunities to streamline relocation processes
- Improve agencies' abilities to monitor and manage relocation expenditures and adherence to policies
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- Identify areas where the Government could reduce administrative burden, process variability, and costs of managing relocations

# Relocation Resource Centers (RRCs)

- Concept Stage
- Workgroup Inviting Feedback

# RRCs – What did GRAB have in mind?

- To serve agencies that do not have sufficient relocation activity or experience

# What RRC structure is being proposed?

- GSA
  - No change to existing functions
  - Add web page support for best practices
- Relocation Resource Centers
  - Shared Service Centers similar to FMLoB concept
  - Headed by a Federal Agency
    - Partnerships with 3<sup>rd</sup> party vendors

# RRCs – Is this a novel concept (do they exist now)?

- To some extent but
- No certification process currently exists
- Capabilities are not widely known



# RRCs – What are the benefits?

- Government-wide cost savings from:
  - Economies of Scale
    - Volume discounts from Schedule 48 vendors
    - Sharing in cost allocation of infrastructure, personnel, software, and overhead
  - Efficiencies
    - Centralization of relocation management
    - Trained and experienced staff
    - Automated processing
- Improved effectiveness
  - Data collection and reporting

# RRCs – Will their use be mandated?

- No
- May be encouraged for entities who process a small number of relocations

# RRCs – Why have a Certification process?

- Vehicle to establish/re-certify RRCs
- Visibility
- Level of assurance
- Improve program effectiveness and efficiency

# RRCs – What are examples of minimum standards being considered?

- Provide “core” relocation services
  - Internal or through 3<sup>rd</sup> party
- Use of automated relocation software
- Reporting capabilities
- Performance metrics and quality control

# RRCs – What are the next steps?

- Submit to ERSC
- Develop a menu of services (required / optional)
- Prepare criteria for certification
- Communications Plan

Questions?

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