

RELOCATION RESOURCE

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The Results Are In Customer Satisfaction Is on the Rise!

Last summer many of you were asked by the CFI Group to complete the 2009 Transportation Customer Satisfaction Survey. In this survey, you were asked to evaluate the services you had received from the Center for Transportation Management. Well, the results are in and they are amazing! Overall we received a customer satisfaction score of 81.7% which is up from last year's score of 80.1%. This is outstanding when you consider the Federal Government's average score for 2009 was 68.9%. And even more impressive are the scores received specific to our Relocation services. For Relocation, we received a customer satisfaction score of 82.4% which was also an increase over last year. A Big Thank You to all of our customer agencies that took the time to complete the survey and to give us your feedback. From the information received, we have identified several areas we could improve upon and those areas are on our 2010 plans. Your satisfaction is our main concern and we are committed to keeping your satisfaction at a high level. In order to meet that commitment, we need your continued feedback. Please do not hesitate to contact one of our FAS ERRC team members identified on Page 5 of this newsletter or to send your feedback to transportation.programs@gsa.gov. Thank you again for your continued support!

NEW YEAR NEW NAMES NEW FOCUS



As we wish you a Happy and Safe New Year, we would also like to welcome you to the First Issue of *Relocation Resource*. Does the layout look familiar? Have you seen it somewhere before? If you guessed our old Transportation Trends newsletter, you're right! And while it might look familiar, the focus has changed. In this and future Issues, our newsletter will concentrate solely on the relocation industry. And as we introduce our new Newsletter, we would also like to announce our new name - the Federal Acquisition Service (FAS) Employee *Relocation Resource* Center or ERRC for short. The ERRC is a government-wide center for employee relocation products and services that offers Federal agencies a streamlined procurement process with flexible programs, subject matter expertise and program support to develop procurement strategies and implement effective programs. The ERRC serves as the central resource to provide leadership, advocacy, education and networking to our government relocation customers and industry partners through training, events and knowledge sharing. Our job is to offer you relocation choices and support to make your job easier. Below are just some of the services available from the ERRC:

* Household Goods Relocation Services:

- If you prefer to manage your own household goods relocations, GSA offers general transportation services and rates via its Centralized Household Goods Traffic Management Program (CHAMP).
- If you would prefer to turn the management of your household goods relocations over to a Move Management company, GSA offer two options: 1) move management services and rates available in GSA's CHAMP program; or 2) move management services and rates available in GSA's Schedule 48, SIN 653-7.

* Home Sale Assistance:

- Easy to use, self marketing products .
- Guaranteed Buy-out (GBO) programs.

* Property Management

* Relocation Expense Tracking

* Relocation-Related Travel Services

* Relocation Training and Consulting Services

Although we will highlight each of these offerings in future Issues of *Relocation Resource*, you can find detailed information today by visiting our website at www.moveit.gsa.gov and clicking on the ERRC link. You may also contact any one of our ERRC team members. Just turn to Page 5 of this Newsletter for all of our contact information.

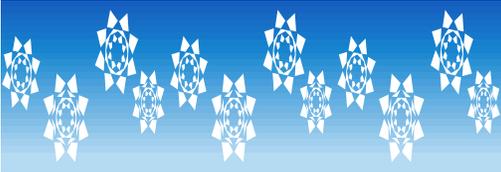
Our goal is to use *Relocation Resource* to keep you, our valued customers and industry partners, abreast of happenings and changes in the relocation industry. In order for *Relocation Resource* to be a success and beneficial to everyone, we also need your ideas and comments - all are welcome! Just send them to transportation.programs@gsa.gov.

We hope you enjoy this first Issue of *Relocation Resource* and we look forward to working with you for a successful 2010!



Show Me the Savings!

Once again and for the third year in a row, an independent study conducted by Runzheimer International shows that using GSA's CHAMP can save you money when relocating your employees' household goods. The study showed that CHAMP general transportation rates are 14.47% less than comparable commercial rates. That's a 5.96% savings increase from the reported savings of last year's 8.51%. The study went on to show that CHAMP's general transportation rates are 22.51% less than rates available under TDRS SIN 653-7 (a 1.17% savings from last year's 21.34%) and 5.84% less than CHAMP's move management rates (a 3.55% decrease from last year's 9.4% but still a savings). As the numbers show, significant savings can be realized by using CHAMP's general transportation rates or CHAMP's move management rates to relocate your employee's household goods. You just need to decide if you want to coordinate the relocations yourself (CHAMP general transportation rates) or turn that coordination over to a move manager (CHAMP move management rates). Either way, the savings are ultimately put back in to your agency's budget and the hands of the American taxpayer!



REGISTER ONLINE NOW



PHOENIX in February

Have you made your New Year's resolutions yet? Don't forget to add the American Moving and Storage Association's (AMSA's) 2010 Education Conference and Expo. It's a must for anyone involved in the relocation industry. The dates are February 22-24, 2010 and this year's Education Conference and Expo is being held in beautiful Phoenix, AZ. Monday, February 22, will be a travel day for Federal attendees. Tuesday, February 23 and Wednesday, February 24 are jam packed with educational and networking opportunities. Optional evening activities are also scheduled for Monday and Tuesday evenings that will allow you to extend the learning and networking into the evening.

As in years past, GSA's ERRC will be conducting several training sessions. These are in addition to training sessions being sponsored by AMSA and other guest speakers. Some of the GSA training sessions include topics such as:

- Updates from the Office of Governmentwide Policy
- All you need to know about GSA Form 3080s, Customer Satisfaction Indices (CSIs), and Value Indices (VIs)
- Employee and TSP Rights and Responsibilities
- Office Relocations - What's required and how to get on Schedule
- Breaking down the HHG RFO
- Post Pay Audits
- TMSS Today and TMS tomorrow
- Claims from a CHAMP perspective
- Getting started in CHAMP - Approval and rate filing
- Marketing in CHAMP
- Move Management Services within CHAMP
- Changes in the International Marketplace

In addition to the numerous training sessions, the Education Conference and Expo serves as an excellent venue for you to network with others who share similar job responsibilities. It's an excellent opportunity to share ideas, meet new people in the relocation industry and keep abreast of the ever changing relocation world we all work in! And don't forget about the Expo! This is a favorite of past attendees as it gives you the opportunity to meet directly, one-on-one, with relocation vendors and GSA representatives in a relaxed and open environment. What a great opportunity to ask questions directly to the experts and see current relocation products and services! The Expo environment also gives the GSA representatives the chance to hear directly from our customers your concerns, needs and ideas that help us improve our relocation offerings.

So if you haven't already, go to www.promover.org and register today. Click on the "Phoenix" link from the main page, then click on the registration link in the middle of the page and then the "Register Online Now" link on the next page. Above "Event Information" you will then see a little pad and pen with "Register Now." Click that link to begin the registration process. As a new user, you will need to "Create an Account." After you enter your contact information on the first page, you will get your UserName and Password. If you are a Federal attendee, on the next page under "Registrant Badge Information" make sure you select "Federal Attendee." After the screen refreshes, you will want to select "Full Conference Registration Fee" and then click at the bottom "Add to cart." On the next screen, enter the promotion code 10GSA (for Federal attendees only) and then click on "apply." You will then see the reduced registration fee of \$250. Click on "Check Out" and proceed to enter your payment method and information.

Once you've registered for the Education Conference and Expo, don't forget to register at the Hyatt Regency Phoenix. Whether you are a Federal attendee or a vendor, make sure you go to www.promover.org and click on the "Phoenix" link from the main page. Then on the left hand side, click on "Hotel Information." Links are provided on this page to ensure you get the discounted Federal attendee or vendor room rate. Be sure you click on the right link. You may also contact the Hyatt directly at (602) 252-1234. Be sure to let them know that you are attending the AMSA Education Conference and Expo to ensure you get the appropriate Federal and/or conference rate.

So don't delay. Time is running out. Start working on those New Year's resolutions today and REGISTER!. You won't want to miss this training opportunity.

Professional Development and Training

Are you new to the Travel and Transportation Programs? Do you understand Travel and Relocation Policies? Would you like to know the "do's and don't's" of travel? Does your agency know the transportation process of shipping household goods (personal property)? Does your agency know what the carriers' responsibilities are when handling a government shipment? Do you know what a Relocation Income Tax Allowance is? Would you like to learn more....?

The GSA Professional Development and Training Section can help you with the answers. We offer comprehensive courses, led by subject matter experts. You will gain advanced industry knowledge through guided instruction filled with in-depth details. Check out our available courses and schedules at www.gsa.gov/traveltraining. For more information, please contact the Professional Development and Training Staff at (703) 605-0555 or send an email at travel.training@gsa.gov.



Your Ideas Are Welcome

We would like to have your input for upcoming newsletters:

Ideas
Topics

Customer Success Stories
Comments on what we've done so far

Send ideas and input to:
transportation.programs@gsa.gov



Employee Relocation Supplier Innovation Day

GSA's Center for Transportation Management and its recently launched Employee Relocation Resource Center held its first

Employee Relocation Supplier Innovation on October 29, 2009. The event was housed at GSA's Arlington, Virginia location at 2200 Crystal Drive. Tim Burke, Director, welcomed the agencies participants and supply chain partners and opened the forum. This platform offered an opportunity to educate agencies on the broad spectrum of services available through GSA's ERRC to assist with all aspects of the government employee's move. GSA's goal is to make agencies aware of the relocation services provided through the Transportation, Delivery, and Relocation Schedule (48) while affording venture for the agencies to interact with the service providers. This was a unique no cost marketing opportunity and gave federal employees touching any part of the relocation process to get their concerns addressed and questions answered.

There were two sessions to accommodate the anticipated crowd size where 129 agency personnel registered. The registration was split over 64 federal organizations. Over 25 Schedule 48 suppliers participated and represented service areas that include home sale assistance, move management services, expense management, property management and corporate housing. In addition, other non-schedule 48 GSA programs were showcased, including the Centralized Household Goods Traffic Management Program (CHAMP), FedRooms, Office of Governmentwide Policy (OGP) and GSA Travel and Relocation Training.

The post event survey results indicate:

- Nearly 90% felt the event met their informational objectives
- Over 70% felt the day was effective for understanding GSA's range of products and services and for understanding the depth in supplier rosters for various services
- 57% felt it was effective for peer networking
- Largest percentage of respondents requested that event be held annually and identified a preference to maintain it as a small venue/low-key event.
- Several (40%) indicated they would like a formal training session in conjunction with a small venue on site at GSA

GSA is exploring the possibility of having this event annually and looking at hosting a similar event for the CHAMP transportation service providers. Additional information will be forthcoming.





Newsletter Online

You can find issues of the former newsletter, Transportation Trends, by going to www.gsa.gov/transportation. Once there, look on the left hand side, clear at the bottom, and click on "Transportation Trends and Presentations." All previous issues will be under this link for easy reference.

We are in the process of implementing a new link where you will be able to access archived Issues of our new Relocation Resource. We will provide that link in a future Issue.

GOODBYES AND HELLOS

Changes, Changes, Everywhere!

As we ring in 2010, we would like to update you on several changes occurring in the ERRC:

Effective November 2009, Tauna Delmonico left GSA as the Director, Center for Transportation Management and joined the Department of Veteran's Affairs. Tauna served as Director for over 9 years. Angela Jones is currently serving as the Acting Director, Center for Transportation Management.

Effective December 31, 2010, Vernon Short retired from GSA's ERRC. Vernon worked in the Kansas City, MO office and had over 31 years of military and government service.

Effective January 2, 2010, Mary Anne Sykes retired from GSA's ERRC. Mary Anne worked in the Arlington, VA office and had over 35 years of government service.

We wish Tauna, Vernon and Mary Anne good fortune in their new adventures! They will be missed.

And as we say Goodbye to Tauna, Vernon and Mary Anne, we also say Hello to two new members of the ERRC:

Julie Blanford is an industry specialist who serves as a subject matter expert for the GSA FAS Office of Travel and Transportation's Employee *Relocation Resource* Center (ERRC). Julie joined GSA as a fulltime employee in August 2009 after providing contract support to the ERRC since March 2008. Prior to joining GSA, Julie has worked as a consultant in the relocation industry for 21 years. Julie is unique in her experience with and knowledge of corporate, government and military mobility policies and practices. She specializes in relocation policy and program studies, operational evaluations, process reengineering, best practices assessments, and benchmarking studies and has been involved in nearly every government relocation evaluation or reengineering effort during the last decade.

Teresa "Terry" Maloney is a contractor working for the ERRC and is providing us with on-site relocation support. Terry has been in the relocation business for over 20 years, starting as a relocation assistant for ChemExec Relocation in Washington DC - February, 1986. Her experience is predominantly in the operations of a service delivery team, where she has managed a department of up to 50 employees. Terry also enjoyed running the training department at Associates Relocation for two years and was instrumental in creating their Relocation Specialist operational instruction manual. Before joining the GSA ERRC team in Crystal City, Terry assisted in the management of Prudential Relocation's Inventory and Appraisal Review Department.

Terry is a native Washingtonian and lives in Rockville, MD with her husband Steve, rough collie dog, Mac and maine coon cat, Mulder.

Please join us in welcoming Julie and Terry to the ERRC!



Relocation Word Search

Find the listed words by searching up, down, diagonally and sideways.

- | | |
|------------|-----------------|
| CONFERENCE | HOUSEHOLD GOODS |
| SNOWFLAKE | TRANSPORTATION |
| STAY WARM | RELOCATION |
| CHILL OUT | RESOLUTION |
| NEW YEAR | INDUSTRY |
| WEBSITE | MEETING |
| WINTER | MOVERS |
| OFFICE | |

T	J	E	E	B	T	H	G	N	I	T	E	E	M	R
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J	U	I	N	D	U	S	T	R	Y	Q	N	T	E	E
O	A	K	E	S	V	E	B	A	P	I	E	L	J	C
F	T	R	R	I	P	H	S	E	W	J	O	E	V	I
C	M	H	E	N	F	O	W	T	W	C	K	U	N	F
H	K	S	F	A	L	L	R	C	A	A	Z	E	P	F
I	U	B	N	H	G	D	C	T	L	Y	W	O	Q	O
L	S	N	O	I	W	G	I	F	A	Y	W	Y	K	D
L	G	Q	C	C	O	W	I	E	T	U	A	T	X	
O	U	X	K	M	N	O	V	A	W	L	I	Q	R	Q
U	S	H	J	E	N	D	R	D	C	A	F	O	L	M
T	D	X	M	S	Y	S	M	O	V	E	R	S	N	C
G	I	C	O	A	L	N	F	O	V	U	Q	X	B	P

Attention to Details

The GSA Federal Acquisition Service (FAS) occasionally invites agencies to detail personnel to GSA offices for periods ranging from 3 to 6 months to promote collaboration and knowledge sharing among federal agencies. GSA is pleased to announce that detail opportunities are currently available with the GSA FAS Employee Relocation Resource Center. Objectives for detailees to GSA's ERRC:

- Obtain greater knowledge of and insight into relocation procurement options and tools available to the Federal Government
- Gain specific information about diverse relocation programs, policies, and operations of GSA customer agencies by working closely with them as part of the ERRC team
- Obtain unique perspective of and insight into industry suppliers and prospective vendors
- Apply information and insight obtained via this detail to help your organization procure relocation and other services more effectively.

The GSA FAS would like to offer this detail opportunity to relocation and logistics professionals from within the General Services Administration as well as other federal agencies. Detail opportunities are available in the Crystal City office to candidates within the Washington, D.C. commuting area. Desirable candidates for these positions should be at the GS 11 to GS13 level and have at least five years experience in relocation or logistics management (preferably specific to household goods shipment or freight) or customer service capacities. Interested applicants should submit the following:

- Resume;
- Description of how your knowledge, skills and abilities may be applied to the participation objectives for the detail; and
- Your objectives for the detail (what you would like to gain from the experience)

Selected applicants will be invited to the ERRC office for further discussion of the position and to obtain overview of office operations.

Any applicant selected for the detail position is required to obtain the consent of their home office before beginning the detail. If your agency has a detail assignment approval form, that form must be signed and returned as part of the application.

Applications should be submitted to Angela Jones, Acting Director, Center for Transportation Management via e-mail at angelad.jones@gsa.gov by January 26, 2010. For additional information, contact Ms. Jones at (703) 605-2896.

Dates and Deadlines

February 9, 2010	Monthly ERRC Agency Meeting , Crystal City, Room 3035
February 12, 2010	CHAMP Supplemental Filing Window Opens (Closes March 29, 2010)
February 22-24, 2010	AMSA Annual Education Conference and Expo, Phoenix, AZ
February 28, 2010	Deadline for Submitting 3080s (for Calendar Year 2009) Must identify a 2009 delivery date in order to be counted
February 28, 2010	4th Qtr 2009 CHAMP Shipment and Claims reports due from participating TSPs
February 28, 2010	4th Qtr 2009 CHAMP IFF due from participating TSPs
March 9, 2010	Federal Civilian Agencies Household Goods Relocation and Freight Committee Meeting (Agencies Only), Crystal City, Room L1303
March 16, 2010	Monthly ERRC Agency Meeting, Crystal City, Room 3035
On-going	Remember to submit those 3080s



GSA Contacts



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