

UNITED STATES OF AMERICA

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GENERAL SERVICES ADMINISTRATION

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FY11 CITY PAIR PROGRAM
PRE-SOLICITATION CONFERENCE

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TUESDAY,
FEBRUARY 2, 2010

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The conference convened at 12:30 P.M. in conference room L1303 of 2200 Crystal Drive, Arlington, Virginia, Jerome Bristow, Event Facilitator, presiding.

GSA CPP STAFF PRESENT:

JEROME BRISTOW, Event Facilitator,
Program Manager

JERRY ELLIS, Business Management Specialist

KRISTEN JAREMBACK, Contracting Officer

KWANITA BROWN, Contract Specialist

FRANK ROBINSON, FAS Acting Division Director,
Center for Travel Management

1 P-R-O-C-E-E-D-I-N-G-S

2 12:33 p.m.

3 FACILITATOR BRISTOW: On the
4 record. Good afternoon, everyone and welcome
5 to the FY11 City Pair Pre-Solicitation
6 Conference. We'd like to welcome and thank
7 you for joining us here not only in person but
8 also on the telephone. Shortly here, we'll be
9 conducting a roll call for attendance.

10 I just wanted to advise everyone
11 that this pre-solicitation conference is being
12 recorded. This is for all of our benefits to
13 ensure that we cover all of the salient issues
14 as well as the open discussions that we'll
15 have for the pre-solicitation conference.
16 Again, welcome and we thank you for coming.

17 To start us off, I'd like to have
18 Frank Robinson actually give the introduction
19 --

20 MR. ROBINSON: Can we do the roll
21 call?

22 FACILITATOR BRISTOW: Okay. We

1 can do the roll call first. We'll start over
2 here with our esteemed people from the City
3 Pair Team, Jerry Ellis.

4 MR. ELLIS: Good afternoon, ladies
5 and gentlemen. Jerry Ellis, GSA City Pair
6 Team.

7 MS. BROWN: Kwanita Brown, City
8 Pair Team, Contract Specialist.

9 MS. JAREMBACK: Kristen Jaremback,
10 Contracting Officer, City Pair Team.

11 MR. SZNAJDER: Gary Sznajder,
12 Continental Airlines.

13 MR. ROBINSON: Frank Robinson,
14 Acting Director of the Center for Travel
15 Management.

16 MR. JOHNSON: Jay Johnson, DoD, US
17 TransCom.

18 MR. CASE: Don Case, TO
19 [Transportation Officer] of the AMC.

20 MS. SIZEMORE: Patti Sizemore,
21 DoD, AMC.

22 MS. CARSON: Good afternoon.

1 Kathy Carson, Center for Travel Management.

2 MR. JUNK: Josh Junk, AirTran
3 Airways.

4 MR. McMAHON: Kevin McMahon,
5 AirTran Airways.

6 MS. GULICK: Barbara Gulick, NSF.

7 MS. BRYANT: Kimberly Bryant, NSF.

8 MR. COYLE: George Coyle, American
9 Airlines.

10 MR. DERAWIN: Kevin Derawin,
11 Department of Justice.

12 MR. VAN HORN: Chris Van Horn, DoD
13 DTMO.

14 MR. STAEFE: Klaus Staefe, NASA.

15 MR. CLIFFORD: Denny Clifford with
16 Delta Airlines.

17 MS. SISSON: Sara Sisson, Delta
18 Airlines.

19 MR. BILLONE: Tom Billone, United
20 Airlines.

21 MR. TUTONI: Vincent Tutoni,
22 Secret Service.

1 MR. FLYNN: Craig Flynn with GSA,
2 Office of Government wide Travel Policy.

3 MR. DELLINGER: Mark Dellinger,
4 Department of State.

5 MS. ROBINSON: Cynthia Robinson,
6 U.S. Marine Corps.

7 MR. KESSI: Matthew Kessi, Alaska
8 Airlines.

9 MR. McGRIFF: Shawn McGriff, Navy.
10 (Several people introduced off
11 microphone.)

12 FACILITATOR BRISTOW: Missed one
13 up front.

14 MR. FLYNN: David Flynn,
15 Department of Health and Human Services.

16 FACILITATOR BRISTOW: I'm Jerry
17 Bristow, your facilitator for GSA, and now
18 we'll go to the phone for roll call on the
19 phone please.

20 MS. SINGLETARY: Lisa Singletary,
21 U.S. Department of Commerce.

22 MS. PRESLEY-DOSS: Carolyn

1 Presley-Doss, GSA.

2 MR. MALLIK: Abe Mallik, HHS.

3 MS. ELS: Cheryl Els, Department
4 of Commerce.

5 MR. HAAG: Jeff Haag with
6 Southwest Airlines.

7 MS. ULLRICH: Rebecca Ullrich,
8 Midwest Airlines.

9 MR. CAVOS: Donna Cavos, Frontier
10 Airlines.

11 MR. GOODMAN: Tony Goodman,
12 Virgin America.

13 MR. VANSELOW: Debbie Vanselow,
14 EPA.

15 MS. THORN: Umeki Thorn,
16 Department of Energy.

17 MR. CONROZZA: Dan Conrozza,
18 Treasury/Public Debt.

19 MR. GAMMAN: Chris Gamman, U.S.
20 Airways.

21 MR. OCLECH: Josh Oclech, SSA.

22 MR. ROSENMEIER: Jon Rosenmeier,

1 VA.

2 MR. CLAYTON: Whitney Clayton,
3 Army G4.

4 MR. LOSSIER: Scott Lossier with
5 JetBlue Airways.

6 MR. GAINES: Joy Gaines, NIH.

7 MR. ELLIS: Okay. Do we have
8 anybody else on the phone please?

9 (No verbal response.)

10 Okay. Thank you very much. Again
11 people on the phone please put your phones on
12 mute unless you're asking a question or making
13 a statement. Thank you.

14 FACILITATOR BRISTOW: Again thank
15 you all for your attendance today. Once
16 again, I just wanted to advise. We do this on
17 a yearly basis. So we're almost like
18 Groundhog Day I guess. Today is Groundhog as
19 well, but we do this on a yearly basis and we
20 like to meet here to discuss the issues for
21 the new City Pair Awards, not only what's of
22 concern to our government travelers but also

1 what's a concern of the air carriers. And
2 then how this impacts our City Pair contracts.

3 So without further ado I'm going
4 to introduce Frank Robinson to welcome us on
5 board here.

6 MR. ROBINSON: Well, good
7 afternoon, everyone. One housekeeping thing
8 real quickly and I've already broken this
9 rule. I'm Frank Robinson with GSA. As you
10 make comments today or discussions, please
11 state your name and who you're with so that
12 the court reporter can pick all that up.
13 Okay.

14 But I want to start by welcoming
15 everybody here this afternoon. Especially
16 appreciate the participation by the air
17 carriers who have made this program
18 successful, but as well as our customers both
19 here and on the phone who really it's their
20 requirements that are represented in this
21 solicitation. The GSA does the procurement,
22 but we're really here representing the needs

1 of our customers in the Federal agencies and
2 in Department of Defense. So appreciate
3 everybody taking time today to come to the
4 solicitation conference.

5 This is the 30th solicitation for
6 the Contract City Pair Program. It started in
7 1980 with 13 markets, one-three markets.
8 Okay. In FY10, we awarded a little over 5,000
9 markets. I think 5,003 to be precise is where
10 we settled at. So 30 years of customer-
11 community getting together with the airlines
12 to ensure that we have a vibrant City Pair
13 Program for the Federal Government.

14 There's a number of issues that
15 we're going to be continuing to work through
16 and some of which are reflected in the
17 requirements, minor qualifications that will
18 be discussed today. The airline industry has
19 reduced capacity. Some routes are no longer
20 flown at all. And those capacity changes are
21 going to or have already impacted connecting
22 time for example that needs to be allowed for

1 passengers and their luggage to make
2 connections both domestically and overseas.

3 Fuel surcharges. Those on the
4 phone I am knocking on wood. Have abated
5 somewhat here in the past year or so and we
6 hope that continues. But we're ever vigilant
7 to that issue as well.

8 Baggage fees and ancillary fees.
9 Increasingly a significant percentage of the
10 total cost of travel resides in these
11 ancillary fees versus the airfare. I think
12 some of the baggage, first baggage, fees \$7 to
13 \$35 here recently. On a round trip that's \$70
14 for one bag on a \$300 airfare. That's a
15 pretty substantial percentage of the total
16 cost. So I think that's going to continue to
17 be a concern.

18 Secure flight. I believe that
19 most of the travel agencies and the ETS
20 vendors are able to handle the secure flight
21 data that the airlines need to pass on to TSA
22 and the secure flight program folks. So that

1 appears to be going well. But if the industry
2 in particular has any comments on the TMC
3 communities and the ETS vendor communities
4 available to pass this data through we would
5 certainly welcome hearing about that.

6 And then finally I think -- Well,
7 not finally. Two more points. In our last
8 meeting, I think it was Tom Billone with
9 United brought up that the European Union was
10 considering some sort of surcharge or carbon
11 emissions recovery fee that would be part of
12 the airfares. We see that as a continuing
13 point that we're going to keep our finger on
14 the pulse on and continue to observe with our
15 airline partners.

16 But greenhouse gas emissions in
17 general. The President signed an Executive
18 Order requiring the agencies to baseline their
19 greenhouse emissions for travel that occurred
20 in 2008. GSA Travel MIS Program has the
21 capacity to do that for those agencies who we
22 receive their travel agency data. But that

1 will continue to be a focus point and may
2 become a bigger consideration for CPP in the
3 future. We don't foresee any changes really
4 in the FY11 solicitation in that area.

5 So in closing I just want to say
6 that the Government certainly strives to be a
7 good customer to the airline industry. Over
8 72 percent of the traffic of the Government's
9 air travel was on either YCA or _CA fare.
10 Another 16 percent was on YDG fares. So we've
11 got some 78 percent of the Government's travel
12 taking place on official Government fares. So
13 88. Did I say 78? I'm sorry. Thanks, Jerry.
14 Eighty-eight percent.

15 We'll continue to look forward to
16 getting the fares and the service that will
17 inspire our customers and our agencies to
18 continue to use and value the program.

19 With that, I'm going to turn it
20 back to Jerry Bristow. Are there any
21 questions from you while I'm up here?

22 (No verbal response.)

1 Good. Well, I explained that one.

2 Okay. Thank you all very much.

3 FACILITATOR BRISTOW: Thank you,
4 Frank. I appreciate that.

5 We're going to move right on to
6 the agenda here. Well, we are a little bit
7 slow. There it is. We're going to be doing a
8 --

9 MR. ELLIS: Slide two.

10 FACILITATOR BRISTOW: We're on
11 slide two please. We're going to do a review
12 of the general requirements. Under Section
13 B.1, we're going to show the changes in
14 definitions. Under Section B.9, changes in
15 the maximum connecting times. Section B.36,
16 we're going to do some review of the activity
17 reporting and then we'll show the FY11 market
18 selection. The City Pair Program website, the
19 City Pair Program Points of contact and
20 general inquiries. And then we'll open the
21 floor for any further discussions or comments
22 that you may have along the way.

1 I believe the first to come up
2 will be Kwanita Brown and she's going to do
3 the review of the general requirements for
4 Attachment 1.

5 MS. BROWN: Good afternoon,
6 everybody. Again, my name is Kwanita Brown.
7 I'm the Contract Specialist on the City Pair
8 Program.

9 So on this first slide in regards
10 to the general requirements, within the RFP
11 there is a proposal checklist which you can
12 use to sort of guide you through the process
13 of completing your technical submissions.
14 Basically, it will just itemize everything
15 that you need to submit in paper format.

16 There have been no changes to the
17 proposal checklist, but you do want to note
18 that paper submissions are due by 3:00 p.m. on
19 March 25th. Those should be mailed or
20 couriered over and just note that they do have
21 to go through a screening process. So you
22 want to keep that in mind when you're sending

1 those submissions.

2 Another thing that you want to
3 take note of is your CCR and ORCA
4 registrations. You want to make sure that
5 you're up to date or if you need to renew make
6 sure you renew your registration prior to
7 submission of your technical and price
8 proposals.

9 FACILITATOR BRISTOW: Do those
10 come out yearly for renewal? Do they send out
11 a request or do they actually have to go in?

12 MS. BROWN: I believe you have to
13 go in and maintain that. I haven't heard of
14 anything where they actually send out a notice
15 for renewal. So you just want to make sure
16 you go in as you're putting together your
17 packet and your proposal. Make sure you're
18 going into the system to make sure all that
19 information is current and up to date.

20 Okay. The next slide talks about
21 COPS or the City Pair Offer Preparation
22 System. This is the online system that we use

1 for the submission of our technical and price
2 proposals. It is a system that requires a
3 user name and a password. So for all the
4 airline carriers towards the end of February
5 there will be an email that gets sent out
6 requesting to know who the users are that you
7 want to have access to the system. We'll
8 create a user name and a password for those
9 particular representatives.

10 And then what will happen is
11 there's a three phase to the online system.
12 We start out with a COPS test application.
13 This allows your users to go into the system
14 in a test format and just get familiar with
15 the system. Get familiar with uploading your
16 offers and just get comfortable with
17 everything.

18 We're going to open up COPS for
19 that test application on March 1st which is a
20 Monday and we're going to close it at the end
21 of the week on Friday, March 5th. We're going
22 to then reopen COPS on March 8th and that's

1 when it's going to be when we're going to go
2 into live production. At that time, you will
3 start submitting your proposals for the Group
4 1 and extended markets and that system and
5 live production for Group 1 upload will remain
6 open until Thursday, March 25th at which time
7 we will close the system and we'll start
8 computing and generating those reports. We
9 will then reopen up COPS for the Group 2 offer
10 upload on March 29th and again we will close
11 it again on April 13th.

12 One of the main things I do want
13 to stress for the COPS system is that
14 typically we have a lot of airline carriers
15 wait until the very last minute close to the
16 deadline to actually submit their offers. If
17 it's possible to sort of have that done
18 earlier rather than waiting until the last
19 day, we may not have as much congestion with
20 the system. So just keep that in mind as
21 you're submitting your offers. I know last
22 year we did have some issues with that. So if

1 you're able to sort of get those offers in
2 quicker that would be great.

3 Any questions on this or should I
4 move forward?

5 MR. ELLIS: That was slide four.

6 MS. BROWN: Okay. Now we're on
7 slide 5 which is the last part of the review
8 of general requirements. This deals with the
9 subcontracting plan renewal. Back in November
10 of last year there was an email that went out
11 to about eight of the airlines carriers who
12 follow a commercial plan for their
13 subcontracting plan.

14 And pretty much what the
15 commercial plan is that this plan follows your
16 fiscal year. And we do the renewal about 60
17 days out. And once that happens then your
18 plan will go into effect usually from January
19 1st to December 31st.

20 We also have an individual plan
21 which we have two carriers that follow that
22 plan. That plan follows our contract period

1 which is October 1st until September 30th and
2 also follows any option periods that we're in.

3 And just to note for this, there
4 are report requirements for the
5 subcontracting plans. There are two types of
6 reports that are to be submitted and basically
7 they're supposed to be submitted in our
8 electronic subcontracting reporting system or
9 eSRS. We have the Individual Subcontract
10 Report which is required for those carriers
11 who submit an individual plan.

12 At the bottom here for the
13 reporting periods, it will indicate to you
14 when you're supposed to submit them and for
15 what period of time. So if you are submitting
16 an individual plan which again covers the
17 contract period, you want to make sure that
18 you're submitting an individual subcontract
19 report for April 30th and then also by October
20 30th. And the one for April 30th is going to
21 cover the period of October 1st through March
22 31st and the one for October 30th will cover

1 April 1st through September 30th.

2 For those individuals who are
3 submitting this on a commercial plan as well
4 as those who are submitting an individual plan
5 it basically is for all offerors you have to
6 submit a Summary Subcontract Report and that
7 has to be submitted by October 30th and it
8 covers the entire government's fiscal year.

9 So basically when you're reporting
10 your numbers you're reporting actual
11 accomplishments. You're taking a look at your
12 goals and then also looking at what you
13 actually spent on your subcontracting for that
14 fiscal year and you're reporting that in that
15 summary subcontract report.

16 Now last year and also up until
17 January I sent out several emails to your
18 points of contact within your airlines who
19 work on the subcontracting plan. So they
20 should be familiar with reporting. If you do
21 need any further clarification feel free to
22 give me a call, send me an email, and I'll be

1 more than happy to explain this any further.

2 And just another reiterance. For
3 the electronic subcontracting reporting
4 system, you want to make sure that when you're
5 submitting these reports that you're
6 submitting a copy to Kristen Jaremback, the
7 Contracting Officer. And you want to also
8 submit a report to myself so that we're
9 notified when that happens so we can go in and
10 look at those reports and approve them.

11 Any questions that I can answer
12 right now? Tom.

13 MR. BILLONE: Tom Billone, United
14 Airlines. All this information has been
15 passed to the people that we gave as point of
16 contacts. So they're aware of this schedule.

17 MS. BROWN: Yes. Do I need to
18 wait for --

19 (Off the record comments.)

20 Do I need to wait for it? Can you
21 hear me?

22 That's correct. All of the points

1 of contact for the airline carriers who I work
2 with for the subcontracting plan renewal have
3 been notified. As of right now, I have eight
4 airline carriers who are already in
5 compliance. You've already renewed your
6 subcontracting plans. I only have three
7 additional carriers who will need to renew
8 their plans for this upcoming FY11
9 solicitation because they follow a different
10 time. One has a different commercial fiscal
11 year and the other two follow our contract
12 period. So everyone else is in compliance and
13 all this information has been forwarded to
14 your points of contact.

15 MR. BILLONE: Okay.

16 MS. BROWN: Now we're on slide six
17 which is section B talking about the changes
18 in our definition section. The first change
19 that we have was to include a definition for
20 churning and the definition reads "the
21 excessive changing, rebooking and canceling of
22 the same itinerary in the same Passenger Name

1 Record or PNR in order to hold the
2 reservation."

3 And basically this was a generic
4 definition that our PMO Office received from
5 the carriers to include into our RFP. The
6 definition refers to commercial type fares
7 where there has been a change that was made to
8 avoid a penalty or a fee. And we do want to
9 solicit from the airline carriers and the
10 industry in general if you do have any better
11 -- like any suggestions for a better way to
12 define this. We're more than happy to receive
13 those from you in terms of trying to
14 incorporate that into the RFP for the final
15 solicitation.

16 MR. ACQUILINO: Let me just say we
17 apologize for moving this back and forth like
18 a relay. Our facilities people tell us
19 there's only one microphone that can be used
20 in this room. So we apologize.

21 MR. STAEFE: I'm Klaus Staefe with
22 NASA. Should churning really be part of CPP?

1 Should it not be something that GSA should be
2 looking at the eTravel providers to police
3 that so that the churning part of it won't
4 happen?

5 FACILITATOR BRISTOW: Thank you
6 very much. There's been an ongoing discussion
7 that we've been having with the travel
8 agencies, the TMCs, the CTOs, the airlines,
9 participants, the ETS vendors, and then the
10 City Pair Program. One of the areas that's
11 arisen out of this is that each of those areas
12 take responsibility for their area in this
13 process.

14 ETS churning inside the record or
15 as they say problem with the system. TMCs
16 churning of the reservation within the same
17 record. Airlines now have the technology and
18 the capability to be tracking churning,
19 churning on a commercial basis as there are
20 people that are trying to avoid ticketing at
21 that time by churning that record, changing
22 the dates, to avoid that ticketing time limit.

1 We do not have ticketing time
2 limits within the City Pair Program. We have
3 no change fees, no cancellation penalties and
4 they're totally refundable. We're looking to
5 try to enhance the City Pair Program by having
6 a definition in here for churning and avoid
7 these debit memo issues that are coming back
8 as an indirect charge back to the government
9 agencies. That in itself is what is the
10 essence of this churning capability here. All
11 I want to say.

12 MR. ACQUILINO: I think I want to
13 emphasize that. We're talking about
14 government fares and not commercial ones.

15 FACILITATOR BRISTOW: That's
16 right. We're only talking about the
17 government fares here. Not commercial fares.

18 MR. CLIFFORD: Denny Clifford,
19 Delta. There's a lesson I say within my
20 comment here because we have Y fares for our
21 best commercial customers which are still
22 subject to receiving debit memos on churning.

1 My question to you all is why does the
2 Government think it should be exempt from
3 those rules when our best customers who are
4 under the last seat availability rules are
5 subject to this.

6 FACILITATOR BRISTOW: Are you
7 saying that no changes are allowed in the
8 record in the churning process?

9 MR. CLIFFORD: I'm saying where
10 there's a cancellation and then when there's a
11 canceled, booked, canceled, booked situation.
12 Our best customers also receive it.

13 PARTICIPANT: Can you speak up
14 please?

15 MR. ELLIS: Denny, you need to
16 speak up.

17 MR. CLIFFORD: I'm saying that
18 when there is a multiple of cancellations and
19 bookings whether it be the same record, in
20 Delta's policy is whether it would be the same
21 record or different PNRs that that passenger's
22 agency will get billed the debit memo from

1 churning.

2 FACILITATOR BRISTOW: How many
3 times would it be before it triggers a
4 churning debit memo? That's what's at issue.

5 We don't have a standardized time frame.

6 Some carriers do not charge for churning.

7 Others understand that the fare rules
8 themselves would be no change fees, no
9 cancellation penalties, a totally refundable
10 type ticket. It's allowed to be changed for
11 the people if they wanted to come home a day
12 earlier or needed to extend their time. They
13 would be able to do so without an indirect
14 penalty.

15 MR. CLIFFORD: As far as the
16 frequency, Jerry, that's proprietary. But let
17 me just tell that it happens and there are
18 parameters, very specific parameters, many
19 parameters under which churning is issued.
20 It's not just one set of circumstances.
21 There's a lot of different things that it gets
22 involved in.

1 But the point is that the
2 commercial business still follows these rules.

3 Why shouldn't the Government?

4 MR. BILLONE: Tom Billone, United
5 Airlines. I'm looking at this a little
6 differently than Denny is looking at it
7 because United at this time doesn't issue
8 debit memos for churning. However, looking at
9 this situation, it appears you don't have
10 ticketing time limits. But, yes, you do. You
11 have an approval time limit. And in some of
12 the systems if you don't have approval within
13 48 hours, the record is canceled. So that
14 requires your traveler to go in and rebook.

15 That's what's generating the
16 churning. It is the approval time limit
17 that's built into the systems. And so I go 48
18 hours and I don't get approval. It drops. I
19 go in and rebook and I've got another 48 hours
20 and it drops and I rebook. Okay.

21 So now you've got some issues
22 there and when the airline robotics look at

1 this they don't look at it as a YCA or
2 anything else. It looks at it as you're
3 booking and rebooking in the same PNR and that
4 I think is what's driving a lot of the debit
5 memo issues. That's my own opinion.

6 MR. CLIFFORD: Denny Clifford,
7 Delta. I still didn't get a response to my
8 question. All I got was a question back. Why
9 does the Government think it's exempt from
10 something that we apply to our commercial
11 friend?

12 FACILITATOR BRISTOW: Strictly for
13 the benefits of the fare that we have not
14 changed over this entire time. The benefits
15 under the City Pair Program no change fee, no
16 cancellation penalty, totally refundable
17 ticket. The spirit of that contract is such
18 that we have not made that change.

19 What's happened here is that the
20 carriers now have the technology and the
21 ability to be able to track a process like
22 churning. We've not changed our behavior.

1 The carriers have changed their behavior in
2 being able to do this.

3 We want to make sure also in
4 regards to the approval process. We want to
5 make sure we get the inventory back to the
6 carriers as swiftly as possible so that you're
7 able to resell that seat and not open it.
8 That was the initial intent of the approval
9 process. Now it turns out we've created
10 another issue over here on churning that
11 indirectly we're getting a debit memo sent
12 back through the TMC when we don't believe
13 that we should be getting charged any fee for
14 changes whether or not direct or indirect back
15 to the TMCs through the carriers.

16 MR. CLIFFORD: Denny Clifford. So
17 who is supposed to pick up your GDS fees then?
18 I mean every time that happens, Jerry, as you
19 know the GDS fee is charged the airline.
20 Somebody's got to pay for that. You mentioned
21 earlier that you're incorporating this into
22 the contract to enhance the program.

1 What makes the GSA think that this
2 is going to somehow stop the elements or the
3 instances of churning? In our opinion, this
4 is going to exacerbate the entire problem. If
5 nobody has a consequence, if nobody has a
6 penalty or a down side, to churning and
7 violating the booking rules, what's to stop
8 them from running roughshod over the entire
9 system? They'll run amok.

10 FACILITATOR BRISTOW: And that
11 point is taken. But we're also looking at the
12 fact that not everybody is doing this churning
13 however many times you think it is going to
14 trigger this debit memo. You haven't told us
15 whether or not it's going to be three times a
16 PNR a week or twice in one day that's going to
17 trigger this. We would not be able to even
18 stop this without having some kind of
19 inclination from the carriers as to what that
20 is.

21 (Off the record comment.)

22 FACILITATOR BRISTOW: What happens

1 if someone needs to make a change to further
2 meet their mission requirements.

3 MR. CLIFFORD: This isn't talking
4 about making changes.

5 MR. ELLIS: Guys, please have the
6 microphones.

7 FACILITATOR BRISTOW: It's making
8 changes within the same PNR that's churning.

9 MR. BILLONE: You're trying to --
10 Tom Billone, United Airlines. What's
11 happening is the person is going in and making
12 a booking. Within 48 hours that booking is
13 not approved. It drops. They go in again and
14 rebook it. That's what churning is.

15 A change -- What would you change
16 in the same itinerary in the same PNR? What
17 would you change? You could change a flight.
18 That's not churning because you're not
19 rebooking the same inventory. Churning is
20 rebooking the same flight, the same time, the
21 same day and the same PNR. There should be no
22 reason for that on a Government fare.

1 You could go in if you have a PNR
2 and you make a change. I need to change my
3 flight tonight. That's not churning. That's
4 a free change that you get. There's no fee.
5 I mean you're ticketed. You make a change.
6 There's no fee. You want to change your
7 flight time.

8 So churning is the same flight,
9 the same day, the same time and the same PNR.

10 That's what that is and there should not be
11 any of that. There's no reason for it because
12 you don't have ticketing time limits. The
13 only time limit you have is the 48 hours for
14 approval and that's what's generating this.

15 Now if you want to put a 48 hour
16 ticketing time limit we'll be willing to talk
17 to you about that.

18 MR. CLIFFORD: Denny Clifford,
19 Delta. All valid points, Tom, and we
20 underscore what you just said. We'd be
21 willing to talk about the ticketing time
22 limits as well.

1 You know we see instances where
2 people are doing churning several times a day.
3 They may not even know about it, but they're
4 doing it. Which brings me to Klaus' point why
5 are not the DTS and ETS systems designed, a
6 software change, in order to mitigate this
7 problem. You're not going to eliminate it
8 totally, but you could sure take a lot of it
9 off the table if the software is changed and
10 we have yet to understand or even to hear that
11 there have been any significant movements in
12 that regard.

13 Secondly, another point I want to
14 make is just education. You know there are
15 people out there that have no clue what
16 they're doing and the education has not been
17 out there. We've been talking about this
18 issue for six months, Jerry, every month at
19 GSA and all of industry meets about this
20 issue. There has been glacial movement on it
21 and nothing material with respect to education
22 or changing the systems technologically.

1 MR. ACQUILINO: Can your robotics
2 tell us how many times this is happening? How
3 many instances this is happening? Is it
4 bigger than a breadbox?

5 MR. CLIFFORD: Yes.

6 MR. ACQUILINO: Can you provide us
7 that information?

8 MR. CLIFFORD: Yes.

9 MR. ACQUILINO: So we understand
10 what the magnitude is for Delta and everyone
11 else that has that same issue.

12 MR. CLIFFORD: What changes?

13 MR. ACQUILINO: Well, we would
14 just need to know how many times that happens
15 and what's your exposure. You're saying it
16 costs you money in the GDS. What's your
17 exposure to that unneeded expenditure.

18 MR. CLIFFORD: It's bigger than a
19 breadbox.

20 (Laughter.)

21 MR. ACQUILINO: Can you tell us?
22 Can you send us what that is?

1 MR. CLIFFORD: Yes.

2 MR. ACQUILINO: All right. So
3 you'll tell us how big that is and what kind
4 that is. Thank you.

5 MS. CARLOCK: Jerry, I do have a
6 question.

7 FACILITATOR BRISTOW: Go ahead.

8 (Off the record comments.)

9 MS. CARLOCK: I'm Andrea Carlock
10 from Defense Travel Management Office. The
11 question that I have is I'm not sure that you
12 two [Delta and United Airlines] are on the
13 same sheet of music as to what churning is.
14 And I think before we can move forward we need
15 to make sure that the airlines are going to
16 apply churning similar across the board.
17 Because I hear you saying one thing and I
18 think I'm hearing you say something a little
19 bit different.

20 FACILITATOR BRISTOW: No. That's
21 not the way it's intended.

22 MS. CARLOCK: Okay. Am I the only

1 one that -- What I heard was that in your
2 instance the churning may not necessarily be
3 just because of the 48 hour ticket issuance
4 time and that it is -- that Delta-Northwest is
5 applying churning charges for things other
6 than just that and maybe I misunderstood. But
7 I think that's important.

8 My other thing is with the
9 definition I like what you said in regards to
10 the specifics. Is there some way we can be
11 more specific in our definition? And when we
12 use the word "excessive", excessive is
13 subjective. What does that really mean? And
14 then put a little bit more specifics in there
15 so there is no misunderstanding exactly what
16 we mean by that churning City Pair fares, what
17 they're referring to. Correct?

18 FACILITATOR BRISTOW: Correct.
19 Right. We're only talking about City Pair
20 fares here now. This was a generic
21 description that we were able to locate. The
22 change in the language is up for

1 interpretation today. We'll have two weeks to
2 make that change to be able to move that
3 forward.

4 MR. COYLE: George with American
5 Airlines. Actually you just answered my
6 question. Being specific in the definition
7 maybe it would be helpful to say "applicable
8 only to government fares." So it would not
9 apply to non government fares on a commercial
10 basis.

11 FACILITATOR BRISTOW: And I
12 believe we're going to cover that in the debit
13 memos which is going to be the next slide here
14 in the definitions. I just want to ask one
15 other question, one other area here when Denny
16 said we sort of move glacially. I think in
17 some areas we've moved expeditiously. There's
18 a debit memo council that we've put together
19 here since last summer which has allowed us to
20 (1) clarify the Fly America Act and to ensure
21 that we're not auditing those inappropriately.
22 We believe that has minimized some

1 of the debit memos or the old notice of
2 overcharges that are coming back to the
3 carriers that are assisting them. We've seen
4 already from some of the carriers they say
5 their debit memo process has gone down which
6 is a good thing. TMCs, CTOs, travel agencies
7 are expressing the same that as everybody
8 works together it will help minimize this
9 process and this is the extent we're trying to
10 do right now is to minimize the debit memos
11 for the carriers as well as the TMCs and avoid
12 that indirect fee coming back to government
13 agencies.

14 Next slide please. Slide 7.

15 MS. BROWN: Okay. This slide is
16 also talking about another definition that was
17 added into this year's solicitation. This one
18 refers to debit memos and the definition reads
19 as "an accounting tool used by all airlines to
20 collect amounts or make adjustments to agent
21 transactions with respect to the issuance
22 and/or use of traffic documents issued by or

1 at the request of a travel agency. The
2 contract carrier shall not issue debit memos
3 on YCA, _CA, or _CB fares to Commercial Travel
4 Offices or Travel Management Centers for
5 churning. And then compare churning."

6 I just want to make a note that
7 this definition was slightly modified from the
8 version that was sent out to all the carriers
9 and that was included in the draft
10 solicitation. So it's a slight modification
11 to some of the language.

12 PARTICIPANT: Can I have the slide
13 number please?

14 MS. BROWN: Slide seven.

15 MR. ELLIS: Slide seven. You need
16 to identify yourself.

17 MR. BILLONE: It's not in the
18 packet.

19 MS. BROWN: Okay.

20 MR. STAEFE: Klaus Staefe from
21 NASA again. That was my point to bring up.
22 These debit memos are going directly to the

1 TMCs and when asked of a TMC they're upset
2 because they're getting bills of several
3 thousand dollars for the churning charge, but
4 yet they shouldn't come there. And when we
5 talk to each provider and I talk to them and
6 they say, "Oh, that's business as usual." And
7 they will not stand behind this. They'll say,
8 "If they want to send it to the TMCs, we're
9 not going to get in the middle of it." And
10 that's what I'm trying to avoid.

11 FACILITATOR BRISTOW: Debit memos
12 are sent from the carriers to the travel
13 agency, not the ETS provider. That's the only
14 contact the carriers have for this is through
15 the TMCs or the CTOs.

16 I guess the other question would
17 be if the NASA travelers are in there churning
18 the record, rebooking, rebooking, rebooking,
19 that ends up issuing a debit memo, is NASA
20 then going to pay for the churning of that
21 debit memo?

22 MR. STAEFE: I'm reading this as a

1 contract carrier shall not issue debit memos
2 to commercial travel offices or TMCs or in our
3 case it's CI Travel.

4 FACILITATOR BRISTOW: Correct.

5 MR. STAEFE: Okay. So the debit
6 memos are going directly to CI Travel which
7 they shouldn't. Is that correct?

8 FACILITATOR BRISTOW: Debit memos
9 have to go to the travel agency, in your case,
10 CI Travel. That's the only communications
11 that the carriers have. Their IATA number
12 shows on the reservation as to where it's
13 coming, not the ETS provider. The ETS
14 provider is an online booking engine not the -
15 -

16 MR. CLIFFORD: Ticket fulfillment.

17 FACILITATOR BRISTOW: -- ticket
18 fulfillment center. And it's where the ticket
19 fulfillment center is being documented from
20 the carriers to the travel agency, not your
21 ETS provider.

22 What we have done with ETS is to

1 help ensure that you don't have duplicate
2 bookings.

3 MR. STAEFE: That's what's
4 happened.

5 FACILITATOR BRISTOW: We're
6 talking about churning here. There is a
7 different issue on duplicate bookings.

8 MR. STAEFE: Churning. The
9 churning part of it.

10 FACILITATOR BRISTOW: That's
11 correct.

12 MR. STAEFE: They're going into
13 the system. What the travelers are doing is
14 they're going into the system and churning.
15 It's like identified by Denny and United
16 Airlines. And that creates the debit memos.

17 Now TMC, the travel office, is
18 sitting there and they're getting these debit
19 memos. Why are we not policing the travel
20 service provider to avoid letting those go
21 through and that's -- I think isn't that part
22 of GSA to police?

1 FACILITATOR BRISTOW: They might
2 have to put a restriction on the ETS system as
3 to how many times our government agencies
4 could access the system. Right?

5 MR. ROBINSON: Yes. Hi. This is
6 Frank Robinson and I'm the COTR on the ETS
7 services or eGov Travel. One of the things,
8 we've had this discussion a lot with our TMC
9 forum that we have in conjunction with SGTP.
10 But we have a separate TMC forum and at the
11 last TMC forum, in fact, it was a NASA
12 representative. A young lady, her name
13 escapes me, was there. And what was
14 identified is the travelers really haven't
15 changed their behavior significantly.

16 There has always been people who
17 have changed their reservations a lot and
18 usually the further up you get in an
19 organization the more likely their schedules
20 are going to change. But, in general, she
21 agreed that travelers haven't changed what
22 they do. Their schedules change. They need

1 to go in and book. They need to rebook. And
2 they're not doing anything now that they
3 didn't do five years ago or ten years ago.
4 The nature of their business requires them to
5 change their reservations.

6 What has changed is how the
7 airlines measure those changes and decide to
8 impose fees on those changes. That is what
9 has transpired. Okay. So I think I heard you
10 correctly in saying where you have travelers
11 who are actually abusing the service it's the
12 responsibility of the federal agencies to
13 actually police their employees because if
14 your employee is using a tool to actually
15 abuse it.

16 But if the employee is using the
17 tool, online booking tool, in a manner that
18 they -- You know we're talking about sometimes
19 as few as two or three changes and wham you're
20 booked -- you're whacked within churning.
21 Debit memo.

22 We're not talking about 20 or 30

1 changes. We're talking about less than a
2 handful in a lot of cases which result in
3 these debit memos to the travel agencies.
4 That's not unusual behavior for people who
5 travel for the Federal Government especially
6 in certain capacities. All right. What it is
7 is the airlines are now charging for that
8 behavior when they didn't before.

9 One last thing, too, this is for
10 City Pair fares. The City Pair fares that we
11 have says you can cancel, change, amend as
12 often as you need to in order to accomplish
13 the government's mission. So you know it's
14 going to apply and it already applies to the
15 City Pair fares. We've already had reached
16 this. This is a clarification to what is
17 already currently a CPP master contract
18 requirement.

19 I hope that helped. I have two
20 comments from the airlines. Jerry.

21 MR. BILLONE: Tom Billone, United
22 Airlines again.

1 We keep hearing this thing, this
2 excuse, that the traveler hasn't changed their
3 behavior, that the airlines have changed their
4 process, that nothing has changed on the
5 government's side. Well, excuse me. You've
6 gone to online booking and almost every one of
7 these issues is related to online booking.

8 Do you want to get into notices of
9 overcharge? You keep shaking your head no.
10 You've got to understand. You need to make a
11 change also. Your travelers are going to need
12 to make a change. It's not only the airlines.

13 The world has changed. All right. And
14 people need to change their behavior.

15 And if you keep saying "Well, it's
16 the airlines' fault, they've changed, they
17 learned how to charge for this" and you don't
18 do anything on the other end to stop it, we're
19 going to have some real problems with this
20 program. And I'm telling you as a fact that
21 30 years that's really good. But it's still
22 acting like it's 30 years ago. You also need

1 to change on the government's side.

2 MR. CLIFFORD: Denny Clifford at
3 Delta. You took the words right out of my
4 mouth, Tom. This is exactly what I was going
5 to say.

6 And, Frank, you made the statement
7 that traffic patterns have not changed as if
8 that is a good thing. It is not a good thing.

9 The reason the airlines built the technology
10 to keep track of this stuff is we needed to
11 change passenger behavior. And to your point
12 where a half a dozen evolutions of data to
13 book, cancel, book, cancel that is not normal.

14 That's precisely the kind of thing that we're
15 trying to prevent here. A half a dozen times.

16 That's \$100 to us when you consider all the
17 GDS fees. Who is going to pick that up? The
18 airlines do.

19 And without the opportunity to
20 book or at least bill debit memos we have to
21 eat that charge. And people have no recourse.

22 The traveler has no penalties. The travel

1 agency who a lot of times frankly does not
2 have control over this has no other option
3 other than to pay the debit memo and it wasn't
4 even their fault.

5 But when somebody does not have
6 some downside, some skin in the game, then
7 you're going to see this just take off like a
8 rocket. Those half a dozen are going to be
9 two dozen.

10 I just don't understand that.
11 It's counterintuitive. I just don't
12 understand the logic of trying to impose this
13 within the contract and figure out that
14 somehow magically maybe the debit memos may go
15 away because you've forced it down our throats
16 to make it go away with language changes.

17 But it's counterintuitive to think
18 that the behavior is going to change. It's
19 not. It's going to be worse than it was
20 before.

21 MR. ROBINSON: Thank you very much
22 for that. First, I will stand by what we said

1 before. There's not an industry standard on
2 what constitutes churning. One airline
3 charges a debit memo after two reservation
4 changes. Another is more tolerant and charges
5 a debit memo after six reservation changes.
6 Some put it on you and say, "What's this guy
7 doing? Can somebody -- Can you reign in this
8 traveler because now they've made eight
9 changes?" Okay.

10 The customer behavior you're
11 trying to change, that the airlines claim
12 they're trying to change, there's no
13 transparency on this practice by the airlines.

14 They know what you're charging for baggage.
15 They know what you're charging for meals.
16 They know what you're charging for seat
17 assignments.

18 But they don't know and there's no
19 transparency there's nothing on your website
20 that says, "If you cancel and rebook an
21 reservation more than four times we're going
22 to charge you \$100." So that's part of the

1 problem. You're trying to change traveler
2 behavior and you haven't told them what that
3 behavior could or should be and when you're
4 going to impose the fees. And there's no
5 transparency on it at all.

6 MS. SINGLETARY: This is Lisa
7 Singletary from the U.S. Department of
8 Commerce. I've got a question. I'd like to
9 find out from the airlines' perspective how do
10 you -- I mean hypothetically travelers are
11 doing this or the TMCs are doing this because
12 I've had this problem with my TMC as well.
13 But they're doing it but that's because
14 they're trying to preserve the reservation. I
15 mean you have a traveler who's booking a
16 reservation for maybe two or three weeks in
17 advance and they need to first define what the
18 airfare is and they need to book the
19 reservation. If the reservation cancels after
20 48 hours, I mean what are they supposed to do?

21 MR. CLIFFORD: This is Denny
22 Clifford with Delta. First of all, I think we

1 need to explain and I can only speak for Delta
2 Airlines. I don't know about the other
3 airlines. Delta is not charging for the fact
4 that, let's say, seat is unavailable. Our
5 system is automatic. And this gets more in
6 the duplicate booking side of the house. So
7 we don't want to cross over issues here.

8 But we're not -- We're trying to
9 change the behavior of violating the booking
10 process, not for that seat. Now I will admit
11 that there's a fee there for the GDS fee that
12 needs to be covered. There's a fee there for
13 the automation that we spent millions of
14 dollars on building to keep track of all this
15 stuff. That is what the debit memos are
16 reimbursing the airlines for essentially, not
17 for that seat. So I just wanted to clear that
18 up.

19 MS. SINGLETARY: Hello.

20 MR. ELLIS: Yes, go ahead.

21 MS. SINGLETARY: I mean I still
22 don't think my question has been answered.

1 MR. ELLIS: Okay. Another airline
2 has the mic. They'll try to answer it better
3 for you.

4 MR. BILLONE: This is Tom Billone,
5 United Airlines. You hit the nail on the head
6 when you mentioned the 48 hours. I mean that
7 is the issue right there. Why is the booking
8 not approved within 48 hours?

9 MS. SINGLETARY: Well, I mean you
10 have processes with an agency. You've got
11 processes in which a traveler has to make the
12 reservation. They have to obtain travel
13 orders. They have to obtain signatures. It
14 takes time.

15 MR. BILLONE: Well, then maybe you
16 ought to change the 48 hours to whatever it's
17 going to take. I mean I don't understand why
18 there's an arbitrary 48 hours in there if you
19 can't meet the 48 hours. You're saying it's
20 almost impossible to meet due to the process
21 you have to go through. Well, then I think
22 maybe somebody ought to talk about changing

1 that 48 hour time limit to maybe adding
2 another 24 hours to it if that is going to
3 help or whatever it's going to take to help
4 it.

5 That will eliminate all of these
6 debit memos for churning because that to me is
7 the key issue is the amount of time that is
8 required to process it and the 48 hours
9 apparently is not enough.

10 MS. SINGLETARY: Okay. Who is
11 responsible for mandating that it's 48 hours?

12 Is that something from GSA?

13 MR. ELLIS: No.

14 FACILITATOR BRISTOW: No, I
15 believe that's going to be internal to each
16 agency but not the 48 hours through the ETS
17 vendors.

18 MS. SINGLETARY: So if that date
19 was enlarged that would not be an impact?
20 What would be the impact of -- someone says 48
21 hours -- 72 hours? What is the impact?

22 MR. ELLIS: Jerry Ellis with GSA.

1 I think we need to -- If we have some of the
2 ETS/DTS vendors here, we need to find out why
3 they put that 48 hour auto-cancel and what was
4 the thought process of that and can that be
5 changed and should it be changed?

6 MS. CARLOCK: I can speak to this.

7 Ours is not 48 hours. Ours is 24 hours from
8 the time, as the traveler, I have to sign it.

9 And the reason why we put that in is because
10 the airlines complained that we were holding
11 their inventory. And so by having it have to
12 be signed within a certain period of time
13 we're able to give you back your inventory.

14 When we didn't have it signed what
15 was happening is when we would go in and book
16 it it would hold the inventory and we got
17 complaints about that. So that's why we put
18 the 24 hours for the traveler and then the AO
19 has longer to sign it. So that's why we put
20 that in.

21 In order to have it changed we
22 would need to agree then that you want us to

1 hold your inventory or do you want us to not
2 sign it and give you back your inventory and
3 then have the opportunity for us to rebook.

4 MR. BILLONE: I want to respond to
5 this. This is Tom Billone at United Airlines.

6 Every time we come into an issue where it
7 said the airlines said this, the airlines said
8 that. When you developed the systems you said
9 we are in consultation with the airlines.

10 Now I can tell you not one airline
11 in this room has ever been consulted about
12 that. Now there may have been comments made
13 in some of these meetings, but no airline has
14 been consulted about how to develop these
15 systems, what needs to go into the system, the
16 rules and regulations that are needed to carry
17 through on the systems. So I take exception
18 to that.

19 Number two, you have -- The main
20 issue that we talk about with holding
21 inventory is time of departure, when people
22 are booking and not ticketing and we're not

1 able to get that space back. Okay. So that's
2 spoiled inventory. We are tracking that now.
3 We're going to track exactly how many
4 bookings are made and if that booking is not
5 ticketed at the time of 24 hours prior to
6 departure, we're going to track that and let
7 you know what that issue is because you should
8 be ticketing that.

9 There are many people that aren't.

10 That was our big issue. If it's holding it
11 another 24 hours or 36 hours, I don't see that
12 it's a problem as long as it's ticketed. If
13 it goes back into the inventory that's good.

14 But what the issue right now is
15 that the travel agencies and TMCs are getting
16 debit memos for something that is generated
17 because in your system generally speaking,
18 ETS, DTS, whatever, the system limitation.
19 And if you could figure out how long does it
20 really take to process that booking and to get
21 an approval and give it a few extra hours then
22 I think you'll be fine. We'll be out. This

1 issue would be a moot point.

2 But we can't sit here and just
3 argue back and forth it's your fault. That's
4 the key is how long is it taking to process
5 the booking and if 24 hours isn't enough
6 because obviously it isn't because we're
7 hearing that then somebody has to look at how
8 to change it and fix it so we're not getting
9 every meeting having this come up.

10 FACILITATOR BRISTOW: Let me get
11 this straight. What you just said that we
12 could continue to move forward with this
13 definition if we made changes on the ETS/DTS
14 side if that's what's causing this. Is that
15 correct?

16 MR. BILLONE: If the time limit in
17 the system --

18 PARTICIPANT: Can you speak up
19 please?

20 MR. ELLIS: We're getting him the
21 microphone. Thank you.

22 MR. BILLONE: Give me the one

1 microphone they got from the stimulus package.

2 Go to Target again and get a Mr. Microphone.

3 Anyway, what I'm saying is let's
4 look at how long it's taking to process a
5 booking. Okay. Somebody has to know what the
6 outside parameters are on that. You know is
7 it like for us? We thought it was 48 hours.
8 Twenty-four hours to get something done I mean
9 I could tell you from talking to family
10 members who work for the government that's
11 almost an impossibility.

12 MS. CARLOCK: You have two pieces
13 there. Twenty-four for me to sign it.

14 MR. ELLIS: Wait a minute. If you
15 don't have the microphone you don't talk.

16 MR. BILLONE: Okay. So I need to
17 get approval. So I'm doing a booking. Okay.
18 And I have to sign it saying it's approved or
19 do you have to send it somebody to get it
20 approved and what's that 24 hours? Is it for
21 me to finish my booking or for you to say
22 "Yeah, you can go"?

1 MS. CARLOCK: DTS has two time
2 limits. I, as the traveler, once I make my
3 authorization, I have 24 hours from that
4 period of time for me to sign it. If it is
5 not signed within that 24 hour period, I will
6 get something that tells me "If you don't sign
7 it this reservation will be canceled."

8 There is another time limit for
9 the AO, the approving official, to sign it.
10 If that AO does not sign it, then there is an
11 action that takes place. So there are two
12 separate actions from a system standpoint
13 based on our policy.

14 However, that's not to say we're
15 not open for discussion to make adjustments to
16 that. But that's what's in place right now.

17 MR. BILLONE: Well, I think the
18 times need to be adjusted. That's my own
19 opinion. I think everybody else would agree
20 if it's going to alleviate this contentious
21 issue of debit memos and churning. We need to
22 look at maybe stretching the time on that.

1 You know 24 hours for government
2 travel a lot of people are quite busy. They
3 don't get a chance to get back in there. Who
4 knows? They may even be traveling in the
5 interim and they can't get to it. So I mean
6 let's look at changing and adjusting the times
7 and I think that will go a long way to solving
8 this issue.

9 MR. CLIFFORD: Denny Clifford,
10 Delta. I would agree with that. There are
11 two issues here. One is we don't want our
12 seats to be out there hanging. But that's in
13 some sense a separate situation, a separate
14 issue, that we need to guard against.

15 But I'm not so sure that expanding
16 the time frames to, let's say, 72 hours or
17 whatever it may be through the system would
18 cause a major problem. I mean those people
19 are probably going to hold those seats open
20 anyway for awhile.

21 So I guess I would look at
22 expanding the time frame. At least get rid of

1 the booking problem part of this thing at the
2 onset. You know, the 24 hours is pretty much
3 inside that's causing a lot of problems.

4 FACILITATOR BRISTOW: That being
5 said can we continue to move forward with
6 these definitions?

7 (Continuing conference call
8 issues.)

9 MR. COYLE: It's George Coyle,
10 American Airlines. I would weigh in favor of
11 a closer study of the time limits. I think
12 that would benefit all the carriers to stop
13 any potential churning and with an adjustment
14 there if we can.

15 MR. BRISTOW: We can move on with
16 the definitions. And move along with a closer
17 study on adjusting the time limits.

18 MR. COYLE: Correct. And one
19 other statement. As a general observation,
20 I'm really not thrilled about putting language
21 in the agreement that relates to debit memos.

22 But as long as it is targeted just to

1 churning, I think we're okay.

2 MR. BRISTOW: That was the intent.

3 To target just the churning just on
4 government rates.

5 MR. BILLONE: Tom Billone, United
6 Airlines. I would go along with this as long
7 as we get a commitment from GSA and ETS and
8 DTS that progress would be made in changing
9 the time limits, which will eliminate this
10 whole issue. And we have other issues with
11 the booking systems that need to be fixed
12 also, which relate to the people in the back
13 tier office.

14 So we'd like to see a whole rework
15 of ETS and DTS because they are the crux of
16 all of the notices of overcharge, or 90
17 percent of them, and the debit memos that are
18 being issued because people are booking
19 online, not knowing what they're doing,
20 causing problems.

21 And my wife brought home her
22 travel manual on how to do -- she's with

1 Geological Survey -- and I think it was like
2 197 pages long. I mean so somebody is not
3 going to -- a new employee is not going to
4 read a 197-page thing. And the print is about
5 this big. You can't see them.

6 So you've got issues. But I mean
7 some of the things are directly related to the
8 self booking tools that we need to, as an
9 industry, sit down and say how do we fix this?

10 These are the issues that we see, okay, and
11 everything that I'm pointing out about of
12 notices of overcharge, which we send out as
13 debit memos to the TMC, is related to how
14 somebody booked something, okay?

15 And it's not the TMC's fault.
16 It's not the airlines' fault. It's the
17 traveler and the way the system presents the
18 options to them. So that's another thing we
19 would like to carry forward.

20 MR. CLIFFORD: Denny Clifford,
21 Delta. We'll agree to looking at the
22 expansion of the time frame but on two

1 conditions, and this is not just the airlines
2 rolling over and just offering things up.
3 It's got to be -- call it quid pro quo, call
4 it cooperation, call it whatever. But it's
5 got to be both ways.

6 We need a commitment by ETS and
7 DTS to mitigate the current problems. This is
8 irrespective of the timing issues that we're
9 talking about. We want a commitment by ETS
10 and DTS to make some fundamental changes to
11 the software to help resolve the issue. We
12 have not heard anything today, and I haven't
13 heard anything in the last six months, that is
14 suggesting that they are going to do that.

15 Secondly, we want a commitment by
16 the GSA and a concrete plan and proposal by
17 the GSA to get education out there to train
18 people, not fluff, not just saying oh, we're
19 going to train people. We want some concrete
20 evidence that that's going to happen out
21 there.

22 That's the only way we're going to

1 fundamentally resolve this problem through all
2 those mechanisms. But you can't just have
3 one, expanding the time frames. We're not in
4 agreement with that if we don't have input
5 from the GSA about the education and DTS/ETS
6 about making software changes.

7 MR. BRISTOW: Thank you very much.

8 I believe we can get the particular people
9 together to continue that discussion along the
10 way in all of those areas, whether or not it
11 is training, ETS, or the City Pair Program,
12 our TSS contracts, or travel agency contracts,
13 we're open to that. Our doors have been open.

14 We've been working the debit memo
15 issue for a while. We'd like to close that
16 down. And it doesn't seem like we're getting
17 to a point where we can close that down at
18 this point but we'll continue to leave the
19 doors open for discussion.

20 Next slide please.

21 MR. ELLIS: Okay. Good afternoon,
22 ladies and gentlemen. I'm going to talk about

1 the next slide -- oh, I have to do it. Okay,
2 so we're going to talk about the connect time.

3 The not to exceed connect time for
4 the FY11 contract has been increased from 90
5 minutes to 100 minutes for domestic markets.
6 And there was a question that said "why did
7 this change. There's been 90 minutes for
8 years and years and years". Well, you're
9 right. It has.

10 But industry dynamics have
11 changed. And mostly this change was made from
12 customer questions and comments asking why
13 certain markets which were desirable were not
14 awarded. And we went in and we saw that they
15 were solicited but we got no offers.

16 And so when that happens, we go
17 and say well, why did we not get offers. And
18 this happened mostly in trans-con markets to
19 smaller areas. And I'm going to say Los
20 Angeles and San Diego to Jacksonville, North
21 Carolina, Albuquerque and San Francisco to
22 Huntsville, Albuquerque to Dayton, and the

1 Washington airports to Monterey, California,
2 markets like those that are trans-con.

3 And we had two flights going from
4 east to west but we only had one flight
5 connection making the normal connections
6 because of the time changes going from west to
7 east. So we have one of two things we can do.

8 We can either drop the minimum flight numbers
9 from two down to one or, in this case, it was
10 decided by the team that we extend the
11 connection market because normally we found
12 that there was a second flight that was
13 offered from west to east but it had like 92
14 up to 98 minute connection time. And so it
15 eliminated that second flight from qualifying.

16 So that is why we made the change.

17 And this came from our customers. It did not
18 come from the industry. It came from the
19 customers, most notably DoD and NASA. Maybe
20 that was because they were missing some
21 important markets in their inventory. So it
22 allows better or any response and that's why

1 this change was made.

2 Please note that even though Guam
3 is a U.S. protectorate, it is considered an
4 international market for this contract and it
5 has been for many, many years. And in
6 international markets, the maximum connect
7 time still is 180 minutes unless that market
8 is in the extended connection market where it
9 will be a double connection with up to 300
10 total minutes connect time.

11 Do we have any questions on this
12 change?

13 MR. ROBINSON: Folks, we need to
14 do a quick system update here because there
15 are 15 people on the phone who need to dial
16 back in with their password so that they can
17 hear what's going on. So we disconnected
18 everybody and they're dialing back in.

19 MR. STAEFE: Klaus Staefe with
20 NASA.

21 MR. ELLIS: Time out, time out.

22 Hi everybody. We're back online.

1 We're sorry about that. Hopefully everybody
2 is still here.

3 Once again, let me remind you of
4 the ground rules. Please put your system on
5 mute unless you plan to make a comment to the
6 room and get on our transcript. We apologize
7 and we're going to start the meeting again.
8 Thank you.

9 MR. STAEFE: Klaus Staefe with
10 NASA. Those are for international carriers.
11 Do you have a minimum connection time on
12 international flights? Or is there a minimum
13 time? In other words, like if we have a
14 flight that goes to Moscow and you have 35
15 minutes from one gate to another, we don't
16 believe that's enough time.

17 MR. BILLONE: We're working on
18 that problem. Thank you.

19 PARTICIPANT: That was Tom Billone
20 with United Airline.

21 MR. CLIFFORD: Denny Clifford.
22 Just to answer your question, a lot of that's

1 airport dependent, Klaus, and it's defined,
2 you know, but we try to make the legal
3 connections in the minimum. Sometimes it's
4 not long enough for a lot of people, depending
5 on the circumstances of the airport.

6 My other comment on this is, you
7 know, Delta disapproves with this change,
8 mainly in concept. I know ten minutes doesn't
9 sound like a lot. But let's face it, you've
10 got 5,000 markets. And what are you looking
11 at? Maybe a half a dozen here that made it on
12 the radar screen because of this deal?

13 MR. ELLIS: Twenty to 25.

14 MR. CLIFFORD: All right, 20 to
15 25. At what point then, Jerry, do you stop
16 parceling out this contract? Let's say next
17 year you've got some markets that come in at
18 102 minutes. Do you then add another ten
19 markets -- another 105 minutes the next year.

20 At what point do you start
21 splitting hairs on all these markets? I mean
22 90 minutes was fine. The dynamics of the

1 industry have not changed that dramatically in
2 terms of connect times.

3 MR. ELLIS: Oh, Denny, they have.

4 The number of markets that we lost last year
5 and the year before that because of service
6 cutbacks, we had to reaward over 400 markets
7 the year before last because of the industry
8 dynamics of service changes.

9 MR. CLIFFORD: Where do you stop
10 the slippery slope?

11 MR. ELLIS: Well, Denny, as you
12 say, the 90 minutes had been in there for
13 years and years and years and years. I mean I
14 think this is a very insignificant change to
15 accommodate our customers. And let's face it,
16 GSA's direction is that we are trying to
17 provide government travel at the most cost
18 effective measures to accommodate the
19 government's travel mission.

20 That's our -- and so when we get
21 customer comments saying look, we need this
22 market, we have to -- we feel it is incumbent

1 upon us that we have the fiduciary
2 responsibility to try to accommodate our
3 customers' needs.

4 MR. CLIFFORD: And we have a
5 fiduciary responsibility to ours as well.

6 MR. ELLIS: But what does this do
7 to change your or any airlines' dynamics?

8 MR. CLIFFORD: I'm just saying
9 that you are taking a small component of the
10 whole process and making changes based on a
11 fairly minute sample of markets here. And
12 that you get into a slippery slope that where
13 do you stop this down the road on any issue?
14 Not just connect time.

15 You take a very small microcosm of
16 the entire picture and you say okay, we're
17 going to make a change. That's the concept
18 that we disagree with.

19 MR. ACQUILINO: Okay, Denny, we
20 hear you. But the thing is that we are not
21 going to solicit for any more particular
22 markets than we've always done. So there's

1 not a wholesale increase based on this change
2 to the numbers of markets we're going out to
3 solicit.

4 So there is a net zero impact with
5 this ten-minute change. So it's not the
6 slippery slope I think I'm hearing you say
7 about, you know, opening it up to more and
8 more markets to this contract. It's the same
9 amount of markets that we're soliciting.

10 And Jerry is going to talk about
11 markets and how we've chosen them and the
12 numbers, et cetera. So that may help you
13 understand that this is not a wholesale
14 opening of all the possible city pairs to this
15 program.

16 MR. CLIFFORD: No, it doesn't help
17 me understand because my point was not about
18 expanding the number of markets. My point was
19 about parceling out things so that you
20 incrementally add little pieces to the
21 contract because of small pieces that you are
22 dealing with. That was my point.

1 It was not about expanding the
2 markets. You've gone less, I think, this year
3 than last year. So that was not my point.

4 MR. ACQUILINO: Okay. So you're
5 saying incrementally changing the contract --

6 MR. CLIFFORD: This thing has been
7 in place for 15 or 20 years, 90 minutes. All
8 of a sudden now --

9 PARTICIPANT: Can you please speak
10 up?

11 MR. CLIFFORD: -- you got --

12 MR. COYLE: Denny, you need the
13 microphone.

14 MR. CLIFFORD: Now you've got --
15 all of a sudden you've got 20 markets that
16 don't hit the 90 minutes. And now you're
17 going to start adding those in. Okay. What
18 other components in the contract are you going
19 to be hitting up that you've got some other
20 issue? Maybe it's not even connect times.
21 Maybe it will be.

22 But at what point do you start

1 parceling out all these different things that
2 you run into on this contract and you just
3 start layering in more and more issues that
4 are relatively small? But over time, they add
5 up.

6 MR. BRISTOW: The intent of the
7 100 minutes was also to allow you -- and we
8 looked at a number of different markets. It
9 wasn't just the 20. It was the connection
10 aspect in your larger markets. We're seeing a
11 significant reduction in the amount of flights
12 in specific connecting markets, which then
13 tell us it going to be more time to make that
14 connection to get to the next flight.

15 We still allow the carriers that
16 are under 90 minutes to continue to provide us
17 connecting times under 90 minutes. That's not
18 the issue. We're just allowing it so that we
19 don't run into an issue by not awarding to the
20 carrier with the best fare and the best
21 service because we missed it by one or two
22 minutes.

1 MR. ELLIS: Again, Denny, just to
2 reiterate. We're not adding markets. We're
3 just making markets that were not awarded this
4 past year that have been awarded in the past.

5 And we need to find out why wasn't it
6 awarded. And it is an important market to our
7 customer. And we need to find a way to try to
8 accommodate that.

9 I mean we've heard from Delta.
10 Are there any other carriers that have a like
11 problem with this?

12 (No response.)

13 MR. ELLIS: Okay. Next slide.

14 Just wanted to talk about the
15 activity reporting, the dual level activity
16 reporting. For contracts that have both a YCA
17 and capacity controlled, again, you are
18 required to provide us with a monthly report
19 on the percentage of passengers -- not revenue
20 but percentage of passengers that flew in that
21 market on a YCA fare or a capacity controlled
22 fare.

1 One thing that I want to make sure
2 you understand is that you only put in this
3 report those markets where you have a dual
4 fare. If you've only filed a single normal
5 fair, i.e., a YCA fare, please do not include
6 that because the YCA would automatically be
7 100 percent. And it throws off our data. So
8 only include those markets which have both the
9 YCA and _CA.

10 Just, for instance, in FY09, we
11 tracked a 55 percent capacity controlled usage
12 on domestic markets, which was a six
13 percentage points increase over FY08. And for
14 international markets, 52 percent capacity
15 controlled fares, which was a booming 15
16 percent over FY08. So we, at GSA, feel that
17 this is a win-win situation in that we are
18 getting our customers some lower fares on the
19 capacity controlled fares and yet it allows
20 you to control your inventory.

21 So that's why we feel that since
22 the initiation of the dual fares, that each

1 year it has gotten better and better, that
2 you're able to control your capacity and
3 hopefully we're able to get some lower fares.

4 Are there any questions on the
5 activity report?

6 (No response.)

7 MR. ELLIS: I do ask that you be
8 timely with these because I get pressure from
9 my superiors wanting to see that report on a
10 quarterly basis and certainly on a year-end
11 basis. So thank you very much. Most airlines
12 have been very, very good about supplying me
13 with this information.

14 Okay, let's talk about how we
15 select markets. The question came up "well
16 how do you select markets". The markets
17 selected for the FY11 solicitations, again,
18 were based on market requests from our
19 customers and the government agencies.

20 Just to let you know, we normally
21 get in the neighborhood of any place from
22 20,000 to 35,000 market requests a year. And

1 so our first job is to pare these down to a
2 manageable level. And we try to keep it no
3 more than 7,000 markets that we solicit in any
4 given year. So that's our first requirement,
5 to find out whether -- how many passengers per
6 year. And, of course we eliminate those that
7 don't have high usage.

8 Also we take historical volume
9 compiled from SmartPay and ARC. And we brush
10 all those up together and we come up with the
11 markets we're going to solicit for any given
12 year.

13 So for FY11, we have a total of
14 6,689 markets, which is fewer than we did last
15 year by about 200 markets. The Group 1
16 markets, we have 4,059. Domestic markets are
17 2,810, international, 836. The extended
18 connection markets, domestic, 75, and most of
19 the domestic markets, again, are those in and
20 out of Hawaii or Alaska where a double
21 connection or a longer connection time is
22 required.

1 And in those markets, especially
2 in Alaska, Hawaii, you will notice that
3 instead of have a two-flight minimum, we have
4 a one-flight minimum, certainly in Alaska
5 because of the seasonality during the winter
6 months.

7 The Group 1 extended connection
8 international is 338 this year, which is an
9 increase. Year over year, we find more and
10 more markets into the Middle East, points
11 beyond western Europe into the eastern Europe
12 in those former Warsaw Pact countries, and
13 certainly into central and eastern Africa
14 markets where you need the double connection
15 and longer connection times.

16 So Group 2 markets, you can see we
17 have 2,630 markets. Group 2 domestic, 1,975,
18 and the international is 655.

19 Do you have any questions on that?

20 (No response.)

21 MR. ELLIS: We're kind of pleased
22 with the way that the extended connection

1 markets have gone. This has been one of those
2 changes we did about three years ago. And it
3 seems to be embraced by both the industry, and
4 that certainly is a help to our customers who
5 are going to some of these far away places in
6 order to get a contract fare.

7 There are a couple of questions
8 that came up from one of our agencies. They
9 asked "will the next fiscal year city pairs
10 include foreign carriers under bilateral and
11 multilateral agreements, i.e., European Union
12 carriers, Australian carriers, et cetera".

13 The answer is their opportunity is
14 only through a code share with the U.S. flag
15 carriers. We do not contract with foreign
16 flag carriers at all except through, again,
17 the code share arrangements with the U.S. flag
18 carriers.

19 Second question was "will the next
20 fiscal year's city pairs include penalty fares
21 with standard terms and conditions in addition
22 to the current two-tier fully refundable

1 fares?" And the answer to that is no. We're
2 going to stick with the normal YCA and
3 capacity controlled contract fares that are
4 unrestricted.

5 Okay, I'll turn it back over to
6 Jerry who will talk about other things if
7 there are no questions about markets. Thank
8 you.

9 MR. BRISTOW: Thanks, Jerry.

10 Just wanted to bring you up to
11 date a little bit about what we've been doing
12 with the City Pair Program, how we get the
13 information out, talk about some training
14 aspect but we also want to show you some of
15 the good things we have out here on the site
16 to assist our government travelers, give them
17 access into the visibility of the City Pair
18 Program. And this is through the City Pair
19 Program website.

20 You'll see two things out here.
21 One is your airfare search on an individual
22 basis that you can put in your market, say

1 from Washington to LA, and it will populate
2 that one market for you. Or you can go in and
3 do the downloadable Excel file transfer that
4 gives you all the 5,000 markets that we have
5 awarded. If you are so inclined to want that
6 file, you'll have access to that. And it
7 comes out in an Excel file format.

8 We have a new fare calculator out
9 there, which will assist you in getting the
10 total, or close to the total should cost
11 estimate of your trip. Last year we had
12 issues such as fuel surcharges and people
13 didn't know what the current fuel surcharge
14 was going to be at that time. Or what the
15 baggage fee was going to be on that carrier.

16 So we've enhanced this calculator
17 to show the one way or the round-trip fare.
18 I'm going to show you that in a little bit.
19 But it also gives you the capability to see
20 what the baggage fee was going to be if you
21 are going to check one or two bags and also
22 what the current fuel surcharge is in that

1 specific market.

2 We also have a frequently asked
3 questions site out there. They are put in
4 there as a question with some answers for
5 response. Really good information out there
6 for our government travelers. For our
7 government agencies that want to do some in-
8 house training as well, there is some good
9 information on the city pair program.

10 Our fact sheets show exactly what
11 we do and what's allowed, like for baggage.
12 It would show in there that the FTR does allow
13 for payment on baggage so they are being
14 reimbursed appropriately along with those
15 flights.

16 And then links to other travel
17 programs like the ETS, like FedRooms, also
18 DTMO, car rental rates through that process as
19 well. So a wealth of information, hopefully
20 some things that you will be able to utilize
21 and see.

22 And, of course, there are direct

1 links out to the Federal Travel Regulations so
2 that people know exactly how they can travel
3 and what they should be doing.

4 This is a quick look at our site.

5 As you come out to the Airfare City Pair
6 Program, of course on the left-side there on
7 the menus, there is our FAQs, with frequently
8 asked questions, fact sheets, Airfare City
9 Pair service, ask the expert, these are
10 questions and some answers that we have out
11 there for our travelers, current awarded
12 markets, and approved tribal users,
13 partnership meeting minutes, like this, these
14 will be posted out there, pre-solicitation
15 meetings also out there, solicitations, the
16 travel links, and the historical library.

17 The historical library actually
18 goes all the back to -- ten years -- so that
19 you're able to see those types of airfares
20 that we had back then. And you'll see some
21 good value there.

22 But for this instance here, we're

1 going to look at the Airfare City Pair search.

2 So you just click on there. It takes you out
3 to that site. And you'll notice it over here
4 with the Airfare City Pair fares.

5 And we have a little disclaimer in
6 here because we wanted to ensure that you
7 understood that these airfares do not include
8 fuel surcharge or baggage fees. So the
9 disclaimer helps you along the way to
10 ascertain what that true cost estimate should
11 be.

12 Then we type in the DCA/LAX. It
13 defaults to the search FY10. And this is one
14 of the new things we put in there this year.
15 Not just the one airport but all the airports
16 that serve multiple cities. For Washington,
17 D.C., you'll see all three of the Washington
18 airports and for LA, you'll see all five of
19 the airports out of the LA area. It allows
20 you to find out where you are going and what
21 your airfare is.

22 It shows the awarded carrier, the

1 service, whether or not it is connection-type
2 service or it's non-stop, the YCA, the _CA,
3 the _CB, that's a business class fare for
4 international travel. So if you're traveling
5 international, you'd be able to see that as
6 well.

7 And then the effective date, the
8 reason we did the effective dates in here --
9 the expiration dates because if we do a re-
10 award, you'll actually see the new dates that
11 it was re-awarded and when that took place.

12 So throughout the year now,
13 because we had so many the other year, we
14 found it necessary to ensure that you knew
15 when that new contract was awarded or re-
16 awarded to a different carrier.

17 MR. ELLIS: Jerry?

18 MR. BRISTOW: Sure.

19 MR. ELLIS: Can you go back to the
20 previous slide? I want to -- Jerry is going
21 to go back to the previous slide. And I want
22 to show those agencies out here a little

1 shortcut that might help you.

2 If you put in your city, and let's
3 just say for instance you are in Dayton, Ohio,
4 and you put D-A-Y in the departure city and do
5 not put a destination and then click on the
6 FY10, your response would be every contract
7 market in and out of Dayton with the same
8 information: the carrier, the prices, and
9 everything like.

10 So if you're doing cost
11 comparisons like if you want to find out where
12 will be a good conference place, Orlando or
13 San Diego or Phoenix or whatever, or you just
14 want to see what all the market fares are --
15 contract market fares out of the given city or
16 airport, that's the fastest way rather than
17 doing it city by city by city.

18 MR. BRISTOW: Thank you. Just a
19 little more enhancement to the product here.

20 This will take -- when you click
21 on the fare, this will take you right into the
22 calculator. And, of course, it says one way

1 or round trip. You have the option just to
2 click on -- and it would automatically
3 calculate that fare for you, one way or round
4 trip.

5 First baggage fee comes up. You
6 click on there if you are going to check a bag
7 but if you are not going to check a bag, that
8 will zero out. One bag is 20 dollars, second
9 bag, in this instance, is 30. And, of course,
10 we said it was round -- one way, so -- oh, I'm
11 sorry, they had two additional flights. There
12 you go. So 60 dollars, so total should cost
13 estimate 450 dollars, not including your
14 taxes.

15 So it gets you close without
16 having to get in and utilize live data to be
17 able to find out this information. So
18 helpfully this going is to help our travelers
19 and our carriers with the correct information.

20 And we update this as these changes occur.

21 We've actually built a table in
22 here for our fuel surcharges that will read

1 that automatically and calculate that into the
2 process there for you.

3 As you can see, this year on the
4 domestic markets, we haven't had much activity
5 on fuel charges. Fuel seems to have
6 stabilized this year. And domestically we've
7 seen those basically disappear.
8 Internationally, carriers cannot control their
9 fuel purchases on the international markets.
10 And you'll see some fuel surcharges on the
11 international markets.

12 New points of contact out here.
13 This is everybody that works on the City Pair
14 team. Bianca Norman is our Director and her
15 phone number, Kristen Jaremback, our
16 Contracting Officer, Kwanita Brown, our
17 Contract Specialist, Jerry Ellis, our Business
18 Management Specialist, and all of our
19 contacts, myself, Jerry Bristow, Program
20 Manager, and Vince Acquilino.

21 Please feel free to contact any of
22 us at any time for any question that you may

1 have on the City Pair contract or to answer
2 these other types of questions as they relate
3 to travel and the City Pair Program.

4 MS. DANZLER: Yes, I have a
5 question. This is Debbie Danzler with EPA. I
6 may have missed it if you mentioned it earlier
7 with the phone issue but will the City Pair
8 website at any time start showing carbon
9 footprint mileage?

10 MR. BRISTOW: We don't have that
11 at the moment though these are things that
12 we're working on -- looking at for the City
13 Pair Program. Under the GSA Travel Management
14 Information Services, we're able to produce a
15 carbon footprint of your Agency's travel.

16 We're working with the Department
17 of Energy to be able to provide you with this
18 reporting mechanism. And once this guidance
19 is issued from the Department of Energy -- and
20 I believe it's going to be in April -- we'll
21 be able to move that out.

22 There are a couple of areas that

1 we want to make sure we address. And, yes,
2 City Pair is on the agenda for greenhouse gas
3 emission-type reporting.

4 That is one of the things we are
5 going to talk about in the questions that are
6 coming up, new emerging issues with the
7 government, new emerging issues around the
8 world. And we want to make sure we cover
9 those. So thanks for your question.

10 Slide 21 here, we also have
11 contracting issues, it's onthego@gsa.gov.
12 Just program issues, we have a new site here,
13 travel.programs@gsa.gov.

14 This will help differentiate the
15 issues, help us be able to respond a little
16 bit quicker to you. We look at this and
17 usually respond within 24 hours. If it
18 requires additional information and it may
19 take us a little bit longer, we'll advise you
20 of that. Thanks for the email but we're
21 moving this forward to the subject matter
22 experts that can answer that question for you

1 specifically.

2 Now we come to the questions for
3 the new issues. Anything that anybody would
4 like to discuss or talk about? Things that
5 are coming down the pike.

6 Tom?

7 MR. BILLONE: Tom Billone, United
8 Airlines. I would like to announce that we've
9 changed somewhat our bag policy for active
10 duty military. The military member no longer
11 needs to show orders. They need to be
12 traveling on orders but they no longer need to
13 show orders.

14 It was causing a problem when the
15 military member didn't have orders with them
16 and we had even our own people were getting
17 into arguments out in San Diego over this
18 issue. So we worked hard to get that taken
19 care of. So that should already be in the
20 profile.

21 We want to remind everybody this
22 is for U.S. military -- active duty military

1 only, not foreign military. So just to let
2 you know because we've had issues with foreign
3 military stating that they're supposed to get
4 the exemption. And we're not giving the
5 exemption to foreign military.

6 MR. BRISTOW: Thank you.

7 MR. BILLONE: On the -- real quick
8 here, Jerry -- on the calculator down at the
9 bottom, we have put in those exceptions as
10 they apply to the carrier. So if you can give
11 us that exception update, that's what is going
12 to show in the calculator down here below and
13 the effective date on that.

14 Okay, so whatever your exception
15 is, we take it right off your site, implant
16 that into the calculator so that people know
17 who is exempted from the baggage charge. And
18 thanks for that.

19 MR. ELLIS: Thank you for that,
20 Tom.

21 Just a quick question on that.
22 DoD family members, when traveling on PCS

1 [Permanent Change of Station] orders, does
2 that also include family members on an
3 accompanied tour?

4 MR. BILLONE: Yes.

5 MR. BRISTOW: Thank you very much.

6 MR. BILLONE: And on leave in
7 conjunction with.

8 MR. BRISTOW: And on leave in
9 conjunction with.

10 MR. BILLONE: Right. Because they
11 are entitled from point A to point B. Just
12 because they want to go home, we shouldn't
13 penalize them for that. So --

14 MR. BRISTOW: Again, that
15 exception is going to show out here on the
16 calculator if you get us that right
17 information, okay, the verbiage.

18 I have a couple of other notes
19 here, carbon footprint offset fees for EU and
20 OpenSkies, I believe that is an issue for the
21 carriers, one that we're looking at and how
22 that is going to play out into the EU markets.

1 Again, we believe that it should be outside
2 of the fare. The firm fixed price will take
3 care of that and those other ancillary fees
4 and taxes should remain outside of the fare.

5 I believe some are looking at how
6 they are going to charge this offset in the EU
7 countries. And it is going to be difficult to
8 track. But we'll continue to talk about that
9 and discuss that on the international markets.

10 MS. SINGLETARY: Hi, this is Lisa
11 Singletary. I've got a -- actually I've got
12 two and I don't know the appropriateness of
13 the first question but I'm going to ask
14 anyway.

15 Is there a report that shows the
16 revenue made from the ancillary fees charges
17 by the airlines? Since they started charging
18 them, is there a report that shows the revenue
19 made?

20 And my second question is whether
21 or not I can recommend that we bring in the
22 TMCs at some point to discuss the churning

1 fees and the conditions in which they receive
2 the debit memos.

3 MR. BRISTOW: Okay. Thank you.

4 We don't get a report on the
5 ancillary fees. Because we purchase
6 commercial type practice is actually what
7 we're doing so we're not getting a report back
8 on that. Where you can possibly get those on
9 the ancillary fees is an accumulation of your
10 reports on your vouchers. So that may be an
11 opportunity to take a look at where those
12 other ancillary type fees are being charged.
13 Okay?

14 MS. SINGLETARY: I'm sorry, who is
15 this responding? I didn't get your name.

16 MR. BRISTOW: It's Jerry Bristow.

17 And I'm sorry, your second question was?

18 MS. SINGLETARY: Recommending
19 bringing in the TMCs at some point just to
20 discuss the churning fees and the conditions
21 in which they receive debit memos. I'm
22 getting a lot of complaints from my TMC

1 regarding that. And --

2 MR. BRISTOW: And, and -- okay, I
3 don't want to put anybody on the spot here but
4 you're on the phone, what travel agency
5 services you?

6 MS. SINGLETARY: I really don't
7 want to put them out there.

8 MR. BRISTOW: Okay, that's okay.
9 I just wanted to say that we've been working
10 with a debit memo group on all of these
11 issues. It includes the carriers, the travel
12 agencies, audits. DTMO has been there. We've
13 been there. We've been working on this since
14 last June.

15 We're having a meeting next week
16 at the SGTP, the Society of Government Travel
17 Professionals Education Conference next week
18 and debit memos is on the agenda for the TMC
19 forum.

20 MS. SINGLETARY: Are they
21 reporting on -- for the charges that they
22 received, the revenue generated from that?

1 MR. BRISTOW: No, no, this is on
2 the debit memos for the churning. This is on
3 the debit memo for the churning. If you --
4 you may want to contact your TMC and advise
5 them that they need to be in attendance at
6 that meeting next week if they've not already
7 been attending.

8 MS. SINGLETARY: Okay.

9 MR. BRISTOW: Thank you.

10 MR. ROSENMEIER: Hello?

11 MR. BRISTOW: Yes, do you have a
12 question?

13 MR. ROSENMEIER: Hi, this is John
14 Rosenmeier for the VA. Who was the last lady
15 that was just talking?

16 MS. SINGLETARY: Lisa Singletary
17 from the Department of Commerce.

18 MR. ROSENMEIER: Do you mind if I
19 give you a call after this or later this
20 afternoon?

21 MS. SINGLETARY: Absolutely.

22 MR. ROSENMEIER: What's your phone

1 number please.

2 MS. SINGLETARY: 202-482-1185.

3 MR. ROSENMEIER: Thank you. Yes,
4 I'm from the VA and I have similar issues.

5 MR. BRISTOW: Okay. Thank you.

6 MS. SINGLETARY: Okay.

7 MR. SZNAJDER: Gary Sznajder from
8 Continental Airlines. I just wanted a
9 clarification on debit memo. Is debit memo
10 the way, in the final language, only going to
11 pertain to churning? Period?

12 MR. BRISTOW: Debit memos only
13 pertain to churning, period, on government
14 fares, period.

15 MR. SZNAJDER: That's it?

16 MR. BRISTOW: Period.

17 MR. SZNAJDER: Thank you.

18 MS. GULICK: Yes, Barbara Gulick
19 from National Science Foundation. This fare
20 that I see, this one-way fare on AA, American
21 Airlines, of 370, that does not include fuel
22 surcharge and the baggage fees I see, so that

1 fare should be pretty accurate, what I should
2 see from my TMC. That includes all taxes.

3 MR. BRISTOW: No.

4 MS. GULICK: No?

5 MR. BRISTOW: No, it does not
6 include all taxes. That's the issue. Right.

7 MS. GULICK: Okay.

8 MR. BRISTOW: It does not include
9 your facility charges, in other words because
10 we don't know what airport you may be
11 connecting through, it doesn't include your
12 security charges for TSA or your segment fees,
13 okay? That's what that disclaimer was on the
14 front when you enter into this calculator.

15 MS. GULICK: Okay. Thank you. Is
16 there like a website that we can get an idea
17 so that we can be more accurate for those
18 fees?

19 MR. BRISTOW: No, it's not until
20 the ticket is issued. Okay? You're welcome.

21 Any other questions? Any other
22 questions on the phone? Oh, I'm sorry.

1 MR. DAVID FLYNN: This is David
2 Flynn with HHS. I just -- one of the things
3 I've noticed this past year was United
4 started, I guess, reserving half of the plane,
5 the front half of the plane, making it harder
6 for my employees to get reserved seating
7 whenever they book their tickets. Can we
8 address that?

9 Because I know that Continental,
10 or at least from what I've heard in the past,
11 that Continental has not participated in the
12 City Pair Program because they didn't want to
13 reserve all of their seats or have them
14 available to -- 100 percent of their seats
15 available to the government market.

16 MR. BRISTOW: Okay. Last seat
17 availability and seat choice are two different
18 areas that I'll address on that.

19 Last seat availability, I believe,
20 it's Continental. So I'm not going to speak
21 to it. But you wanted to have it in the
22 bucket, correct?

1 MR. SZNAJDER: You are controlling
2 where a carrier puts their _CA fare in because
3 of the language that you say it must be above
4 the third bucket. My buckets today are priced
5 upon a certain rate. And that rate puts it in
6 a bucket. That's difficult to do right now.

7 MR. BRISTOW: Right. The other
8 one is seat choice. Airlines -- and I'm going
9 to defend United a little bit because you said
10 at the beginning of this year they've actually
11 opened up their seat allotments for seat
12 assignments. Okay? And airlines do hold seat
13 assignments for seat choice.

14 Some of those are emergency exit
15 rows where they have to physically see
16 somebody that's going to be able to operate
17 the door, be able to function appropriately.
18 Some are their new economy plus type seats,
19 which give you more room.

20 We have watched that very closely.
21 And most carriers allocate about eight
22 percent of their aircraft for those different

1 types of seat choices. We don't believe that
2 the government agencies are targeted to get
3 middle seats in the back of the airplane. We
4 really don't.

5 Sometimes it is when we make our
6 reservations and how we get our seat
7 assignments. So if we're making our
8 reservations just seven days out, some of
9 those good seats may not be available as in
10 aisle or window seats.

11 What we have seen, though, is that
12 if you utilize your frequent traveler numbers,
13 it expands and opens up that seat map for you
14 to be able to see all those available seats
15 and not just limited to just those others.
16 They take into consideration connections, if
17 you are in a connection airport, flights that
18 are coming in, whether or not they are late or
19 not, whether or not they allow that flight to
20 go, especially on the international
21 connections.

22 Airlines do a really good job in

1 assisting us to get those seat assignments.

2 So I hope that answers your question. And I
3 know that Tom wants to say something.

4 MR. BILLONE: Tom Billone, United
5 Airlines. And earlier -- well, actually late
6 last year, we went on a tour, took GSA and a
7 representative of the State Department on a
8 tour. Left Dulles Airport on a departing
9 international flight and showed how the
10 background, how seat assignments are done if a
11 person doesn't have a seat, showed him how the
12 lists worked, so it was very eye-opening for
13 everybody to find out how, if you get to the
14 airport -- the idea is to get everybody on
15 that aircraft because it costs us money if
16 they don't get on.

17 Some people don't want to wait to
18 get a seat assignment and they buy up to
19 economy plus. That's a choice. You have
20 three options to opt out of buying economy
21 plus even if you're doing the check-in and
22 show.

1 The one thing that I was hoping to
2 hear in this meeting was the definition of
3 last seat availability being changed to
4 reference inventory versus a seat because when
5 you put the word seat in there, a person is
6 saying okay, if there is one seat available on
7 the plane, I get it before anybody else. And
8 that's not what the intent of that was.

9 And I thought we had come to an
10 agreement in one of our meetings that we were
11 going to change that definition to mean the
12 purchase of inventory because I still have
13 people in various government agencies telling
14 me I'm told as soon as I get to the airport
15 they have to give me a seat.

16 And I'm like no, that's not the
17 way that works. So I was hoping that we
18 changed that in this contract. Maybe we could
19 reword it because that is what is throwing
20 some confusion out there.

21 When you look at seat, it may be
22 semantics but to us, a seat in inventory but

1 to everybody else a seat is a seat. And to
2 the airlines, we're talking inventory. You
3 can buy -- if there's inventory available, you
4 can buy that inventory.

5 So that's just a little hokey
6 change.

7 MR. BRISTOW: Please send me your
8 verbiage for consideration. Okay?

9 MR. BILLONE: Yes, I'll send it to
10 you.

11 MR. BRISTOW: Okay. Thank you.

12 And the reason I ask that is
13 because we could come out with the verbiage,
14 with the verbiage, with the verbiage, and no,
15 that doesn't work, that doesn't work. We want
16 to make sure that we're addressing this, that
17 it is going to be suitable for you in that
18 vein.

19 Okay? We may not be able to
20 consider it. But we will advise you yes, no,
21 or whatever.

22 MR. BILLONE: You know me, I'm

1 trying to come to a middle ground here.

2 MR. ELLIS: You need to be on a
3 mic please.

4 MR. BRISTOW: You need to be on
5 the mic, Tom.

6 MR. BILLONE: I've got a mic right
7 here.

8 MR. ELLIS: I'm going to move Tom
9 to the front corner over here.

10 (Laughter.)

11 MR. BILLONE: Those of you who
12 know me, I try to come to a middle ground with
13 everything here. And I think, you know, we
14 need to come to a middle ground on that. So
15 we can work together.

16 It's not necessarily what I think
17 but I think the industry would accept that as
18 proper verbiage that we all could live with
19 that will eliminate this confusion, you know,
20 about this last seat availability and whether
21 a person gets denied boarding or the flight is
22 oversold and they don't get a seat. So I

1 think that would work.

2 MR. BRISTOW: Okay.

3 MR. BILLONE: Okay? Not that it's
4 necessarily what I want but --

5 MR. BRISTOW: Hold on.

6 MS. CARLOCK: I need to make sure
7 I heard you. Andrea Carlock, DTMO, am I
8 hearing you correct by saying that last seat
9 availability, in my mind, means regardless, if
10 there is a seat, the government person gets
11 it. And that is not? Okay.

12 MR. BILLONE: That's the issue.
13 That's the issue. Last seat availability
14 refers to when I go to buy a ticket. Okay,
15 there may be one seat left on there -- one
16 inventory slot available, one Y available,
17 okay?

18 Now the aircraft may have 120
19 seats but we sell the government 30. All
20 right? So there's 129 booked already.
21 Normally, as a reservations person, I am
22 working in reservations, I cannot sell that

1 last inventory piece, seat of inventory, okay?

2 I'd have to get somebody to do it for me.

3 You can purchase that last Y of
4 availability. That does not necessarily mean
5 you've got a seat. Okay? It doesn't mean you
6 have a seat assignment, okay?

7 And if you go to the airport --
8 and then the other thing is we don't know how
9 many people -- whether the system
10 automatically assigns seats or the person gets
11 to select their seat. We'd love it if the
12 systems automatically assigned seats so we
13 wouldn't run into this because we have issues
14 where people claim they get to the airport and
15 they didn't have a seat. Well, they never
16 requested a seat assignment in the first
17 place. And those are other issues, okay? On
18 their initial booking, we didn't look for a
19 seat assignment.

20 So when you get to the airport, if
21 you don't have a seat when you're checking in,
22 you're using the kiosk, the kiosk will give

1 you an option to purchase up to economy plus,
2 all right? Some people buy it. They think
3 they're going to get a seat.

4 If you don't get it, you get a
5 boarding pass which is a departure management
6 card. And you wait. And then now they tell
7 us in most of clubs, you can see where you are
8 -- you can see how many seats are left and it
9 says confirmed awaiting seat assignments so
10 you know if there are 50 seats left and you
11 are number three on the list, you're going to
12 get your seat assignment. But it's going to
13 be like maybe 45 minutes prior to the plane's
14 departure when you get that seat assignment.

15 So there may be times where you
16 don't get on, all right? So say economy plus
17 is the only thing that's left, all right,
18 nobody has bought up to economy plus. The
19 traveler is going to get economy plus at no
20 charge. They'll get a seat assignment in
21 economy plus at no charge.

22 So they can wait and actually get

1 an upgrade at no cost. But there are
2 instances, and we just did a study, where
3 people -- yes, they are either denied boarding
4 voluntarily or involuntarily. And, again, we
5 went through the whole process. We try not to
6 -- we try to get everybody on the aircraft.

7 If it is an overseas flight, which
8 is where we have most of the issues, the
9 Department of State who has raised the issue a
10 number of times, we look at how many first
11 class seats are left, how many business class
12 seats are left, and how many coach seats are
13 left.

14 So if somebody is in business
15 class and the seat is in first class and we
16 need to try to get some seat assignments,
17 we'll move people from business class into
18 first class. We'll move people from coach
19 into business class. And it's going to be
20 based on their frequent flyer status, et
21 cetera. And that will open up seats in the
22 back for other people.

1 So there is a whole list. But
2 when you make a reservation, last seat
3 availability does not mean you have a seat
4 assignment.

5 MS. CARLOCK: There's the
6 difference. Seat versus seat assignment.
7 There's the terminology. This is a big issue
8 for us in the Department.

9 MR. BRISTOW: And our
10 understanding on this is that we are able to
11 purchase that seat inventory for a specific
12 price no matter what. That's our issue on the
13 City Pair contract. And that's how we enforce
14 that part of it along the way.

15 Hold on one second.

16 MR. CRAIG FLYNN: This is Craig
17 Flynn and I'm the Director of Governmentwide
18 Travel Policy. This is a really big issue for
19 the agencies because the traveler shows up at
20 your kiosk and they see the opportunity to
21 upgrade into --

22 PARTICIPANT: Economy plus.

1 MR. CRAIG FLYNN: -- economy plus,
2 different airlines call them different things
3 -- they have the opportunity to pay the extra
4 -- whatever the dollar amount is, 25, 29
5 dollars, whatever. They feel pressured at
6 that point that they won't get a seat. This
7 is what I'm hearing from the travelers.

8 And at that particular point, they
9 have made all the personal arrangements to get
10 to the airline, getting there on time. The
11 Agency has the opportunity to pay for that
12 amount of money. The policy allows for that.

13 They don't -- usually they don't -
14 - you know, they don't have the wherewithal to
15 call or to make sure that they can get
16 approved for this so they feel like this is --
17 oh, my gosh, my plane is going to leave. I
18 don't have a seat. I'm not sure whether or
19 not I should pay this extra money.

20 So we need to figure out a way
21 that that doesn't enter into the conversation
22 of whether or not the travel gets a seat on

1 the government airline at the same price.

2 MR. BILLONE: Okay, we ran into
3 this --

4 PARTICIPANT: Microphone please.

5 MR. BILLONE: -- believe me I've
6 been working on this for four years now so
7 it's like a nightmare. We ran into this same,
8 I feel pressured into buying a seat. Okay,
9 well you're not pressured into buying
10 anything. You're given three options to say
11 do you want to buy it or not. There's no
12 upsell, there's no pressure.

13 Say if you don't -- now admittedly
14 have some gate agents that go beyond and say
15 well, if you really want to get a seat
16 assignment right now, you purchase up, okay?
17 We're trying to get them not to say anything
18 but in reality, it's true. If you really want
19 a seat assignment at that moment, you need to
20 purchase up.

21 But the idea -- and that's -- I
22 mean why we did the tour, to show that there

1 is no pressure on the person. And there may
2 be some pressure the person is putting on
3 themselves, okay, which is the education
4 process that once you get to the gate area and
5 you don't have a seat assignment and you're on
6 an international flight 45 minutes prior to
7 your departure, you will get your seat
8 assignments, okay?

9 I mean it's not -- when we look at
10 the denied boarding rates, it's infinitesimal.

11 So, you know, there's not a whole lot of --
12 there's people that volunteer to get on the
13 next flight, which is fine. But involuntary,
14 there's very few.

15 So the process is to get everybody
16 on the aircraft by asking for volunteers
17 first, get off, give up their seats. And a
18 lot of people do that. They're not in a rush.

19 They take the next flight two hours later.
20 They are confirmed on the next flight and away
21 they go.

22 The idea that people feel

1 pressured, that's pressure they put on
2 themselves. And we have talked about is there
3 a way to bypass the upsell when you're
4 checking in if you are a government traveler.

5 And the programming costs to do that, I don't
6 think the government wants to take on. To
7 change all the kiosk programming to see you as
8 a government traveler, click. And then you
9 don't get a chance to buy economy plus. It
10 just gives you --

11 MR. CRAIG FLYNN: Okay. So the
12 solution is happening right now with a certain
13 Agency that spends a lot of money in travel is
14 that if they are not assigned a seat, they are
15 choosing, as a policy, to not fly the City
16 Pairs. So what happens is --

17 MR. BILLONE: But that's not
18 policy, that's not --

19 MR. CRAIG FLYNN: That's an
20 internal policy.

21 MR. BILLONE: Well, that's wrong.

22 MR. CRAIG FLYNN: Well, wait a

1 minute. Let me finish please. I have the
2 microphone so they can't record you.

3 (Laughter.)

4 MR. CRAIG FLYNN: This issue is
5 you lose business and it costs the government
6 more. So if we don't fix this problem, the
7 internal reality is it will cost the
8 government more money and you will lose the
9 business. So we're going to have to figure
10 out a way to figure out how to educate both
11 sides.

12 MR. BILLONE: Well, I can tell you
13 right now we're not changing our policy. It
14 is what it is. If we lose money, believe me,
15 we make about 300 million dollars a year on
16 economy plus. We're not going to change it.
17 That is the business sense of this.

18 But what you just said, by having
19 an Agency policy that violates the City Pair
20 contract bothers me. And I'm hoping that GSA
21 does something about that because there are
22 several government agencies out there that are

1 doing that. And the lack of a seat assignment
2 is not a reason for flying the non-contract
3 carrier.

4 MR. BRISTOW: Okay. Can I have
5 the microphone please?

6 Thank you. Great discussions here.

7 Don't think we haven't had this discussion
8 along those lines. What we did find is that
9 they're not targeting government travelers.
10 What we did find it was not systemic across
11 their system. It was in pockets of areas,
12 pockets of specific type flights that had
13 other circumstances wrapped around them.

14 And what we did see also is that
15 they have opened this up to travel agencies to
16 contact their member to assist them in getting
17 those seat assignments so that when they come
18 to the airport, they're ready to go.

19 What we're also seeing is the
20 people get to the airport later and later,
21 security lines get longer and longer, and all
22 of a sudden, their seat assignments are gone

1 because they are canceling them out now 45
2 minutes prior to departure.

3 What I have to say is get to the
4 airport on time, if not early, have your seat
5 assignments available to you even if you have
6 a middle seat. Go to the ticket counter and
7 ask if they can exchange that for an aisle or
8 a window seat and they will accommodate you.

9 Specifically what we wanted to
10 make sure was we were not being targeted for
11 denied boarding. And I mean involuntary
12 denied boarding where our people could not
13 meet their missions.

14 We've taken this very seriously.
15 We want to make sure that we're covering all
16 of this for you. We encourage everybody to
17 tell us when they have these issues and report
18 those back to us. And we will look into it.

19 Like I said, we made sure that it
20 was not systemic across the board, it was not
21 targeting our customers in any way whatsoever,
22 and that they opened up additional seats,

1 placed us in a different bucket, moved us
2 along. So they really did a good job taking
3 it to heart when we had this discussion.

4 So is it fixed? I don't think it
5 is ever going to be fixed across the board. I
6 believe sometimes we have the carriers that do
7 as much business with us as they do, it also
8 exposes them to these other issues. And the
9 more business they win in the award, the more
10 exposure they have to these types of
11 incidents.

12 We continue to monitor that. We
13 want to make sure that our travelers are being
14 treated appropriately when they get to the
15 gate. From the time they make the
16 reservations until the time they get on the
17 airplane and get home, we want them to have a
18 really good experience as well.

19 Any other questions?

20 MR. ROSENMEIER: Hi, this is Jon
21 from the VA.

22 MR. BRISTOW: Go ahead.

1 MR. ROSENMEIER: Yes, going back
2 to the slides, it sounded like on slide 7
3 there was some kind of definition for debit
4 memos which it didn't appear on the slide. It
5 sounded like someone read it out. Was that
6 intentional? Or is that something that was --

7 MR. BRISTOW: You want me to take
8 a look.

9 MR. ROSENMEIER: Yes, I'm sorry to
10 ask you.

11 MR. ELLIS: They might have --
12 Jerry?

13 MR. BRISTOW: I'm sorry. It
14 wasn't included in the package. I'm sorry.
15 We made an alteration to it.

16 MR. ROSENMEIER: Oh, okay.

17 MR. BRISTOW: But we'll have that
18 back out in full view, okay, when we get this
19 done, all right?

20 MR. ROSENMEIER: That's great.
21 And also on slide 6, there was a definition of
22 the churning.

1 MR. BRISTOW: Right.

2 MR. ROSENMEIER: Am I inferring
3 correctly that the airlines are giving you
4 some push back including this into the City
5 Pair fares?

6 MR. BRISTOW: Oh, that's correct.

7 But we've agreed to work this through in the
8 next couple weeks and see if we can't move
9 this along.

10 MR. ROSENMEIER: And if that's the
11 case, if they are pushing back on this, what
12 is their preference? Is their preference that
13 we book immediately? And then if we change
14 our mind, cancel it and re-book?

15 MR. BRISTOW: Now that's exactly
16 their preference not to have you do it. So
17 you can make those changes to the flights
18 inside the record but not to cancel and then
19 re-book, which is creating another issue.

20 MR. ROSENMEIER: Okay. Because
21 yes, because from what I understand of
22 churning, I don't know, it sounded like our

1 ETS usage is different from the other agencies
2 because we're allowed to hold, I guess, the
3 reservation for a government contract airline
4 up to 24 hours up to the departure whereas it
5 sounds like the agencies have a shorter
6 window.

7 But if we were even held, I guess,
8 to the same standard as they were and had a
9 shorter time frame, 48 hours or whatever the
10 case may be, if we make a reservation and make
11 a change within that reservation, I guess
12 that's when the churning occurs?

13 MR. ELLIS: Right. Well, it
14 sounds like your ETS system allows you to book
15 and hold and it does not have an auto-
16 cancellation if it's not ticketed within 24 or
17 48 hours. So your agency is not one of the
18 problems.

19 MR. ROSENMEIER: Okay, yes,
20 because we only have that rule when it is a
21 non-contract fare.

22 MR. ELLIS: Right.

1 MR. BRISTOW: Yes, Jon, we can
2 further discuss that on your agency as well.
3 Thanks.

4 MR. ROSENMEIER: Okay. I just
5 wanted to make sure I was clear on that. So
6 thank you.

7 MR. BRISTOW: Okay. We're getting
8 wound down here. Any other questions?

9 (No response.)

10 MR. BRISTOW: Any other questions
11 on the phone?

12 (No response.)

13 MR. BRISTOW: As always, it's
14 lively here.

15 (Laughter.)

16 MR. BRISTOW: And we appreciate
17 your attendance. Thank you very much for your
18 candor. Safe travels back to your homes. And
19 thanks again for your attendance. I
20 appreciate it.

21 (Whereupon, the above-entitled
22 conference was concluded at 2:36 p.m.)

A				
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