Defense Travel Management Office
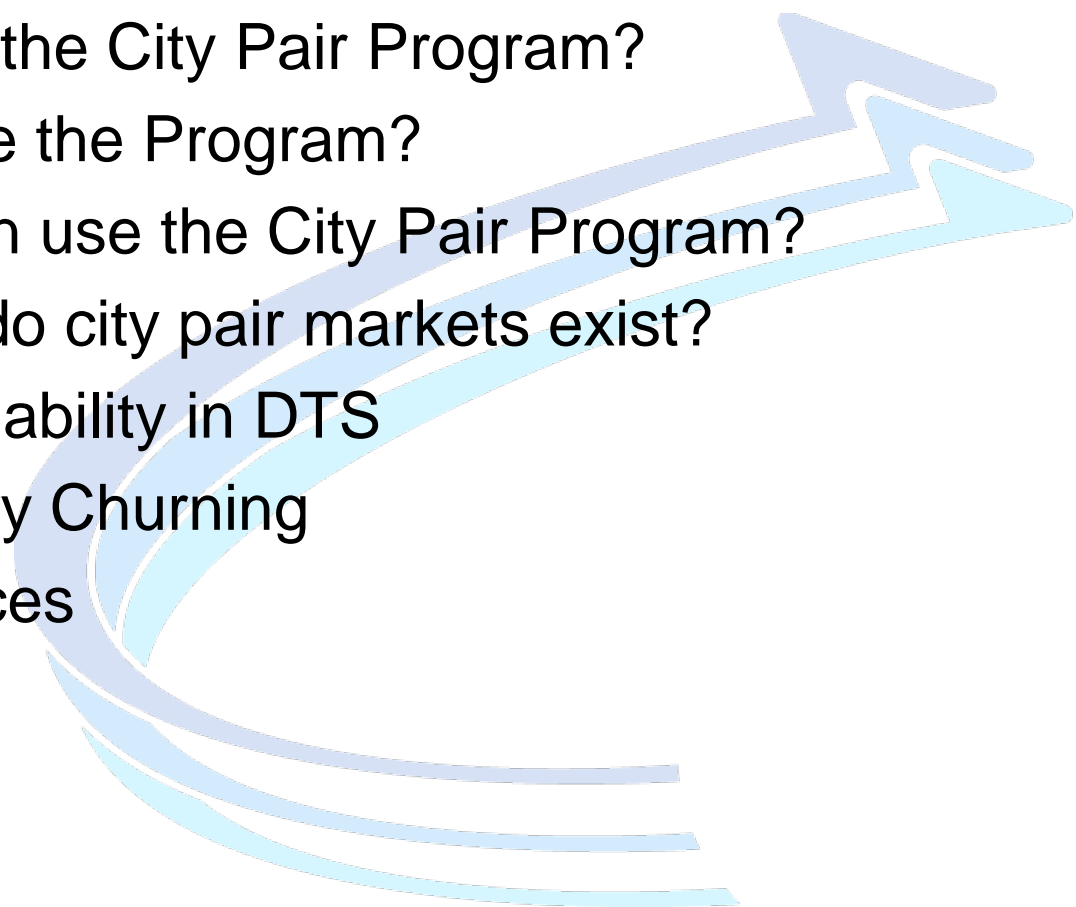

City Pair Program

Connect 2011 Seminar

April 2011
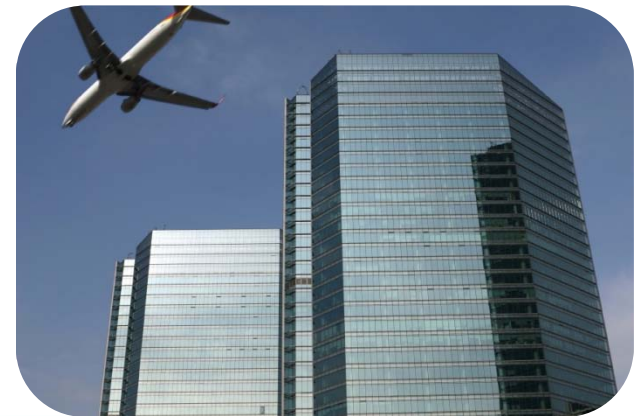
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Agenda

- What is the City Pair Program?
- Why use the Program?
- Who can use the City Pair Program?
- Where do city pair markets exist?
- Air Availability in DTS
- Inventory Churning
- Resources

What is the City Pair Program?

- General Services Administration (GSA), on behalf of the Federal Government, issues a solicitation to provide discounted air transportation services between commonly traveled routes
  - Began in 1980 with 11 markets and 4 participating air carriers
  - Saves the government billions of dollars annually
  - Allows flexibility in planning official travel

Connect 2011
DISCOVER NETWORK ENERGIZE

Office of the Under Secretary of Defense (Personnel and Readiness)

Why use the Program?

- Fares are *unrestricted*, meaning:
  - No advance purchase required
  - No minimum or maximum length of stay required
  - Tickets are fully refundable
  - No airline charge for cancellations or changes
  - Last seat availability
  - No blackout periods

Who can use the City Pair Program?

- Mandatory for federal employees/service members traveling on official business unless a specific exception applies
  - No seats or flights available in time to accomplish purpose of travel
  - Lower priced commercial fare is available
  - Flights are outside of your Agency's core work hours
  - Cost effective rail service is available and consistent with mission requirement
  - No non-smoking city pair flights are available

Where do city pair markets exist?

- Today, over 5,700 city pairs worldwide, 13 participating air carriers

- Dual Fare Markets
  - In over 2000 city pairs, there are two contract fares
    - YCA = unrestricted discounted coach fare
    - _CA = capacity controlled fare with limited seat availability, no restrictions
  - Seat availability on a flight varies by carrier and market
  - Allows Services/Agencies to save the most money possible

Air Availability In DTS

- Air availability is displayed in tabs in order of precedence:
  - GSA Contract Airfare with limited availability (-CA)
  - GSA Contract Airfare (YCA)
  - Other Government Airfare (non-contract government fares)
  - Other Published Airfares (all other unrestricted coach fares)
  - Alternate GSA (contract fares offered to alternate airports within an 80 mile radius of temporary duty location

Air Availability In DTS (continued)

- Mouseovers provide explanation of fare types

Inventory Churning

- Practice whereby airline reservations are repeatedly created and canceled
  - Ties up seat inventory; prohibited by airline industry
  - CTOs are fined (i.e., debit memo) by airline
    - Services/Agencies may be liable for debit memos

Preventing Inventory Churning (continued)

- Majority of churning is due to unsigned authorizations
  - Remember to sign DTS authorizations with reservations
    - Traveler forgets to sign, reservations are cancelled, traveler re-books

- Avoid creating authorizations with reservations to obtain travel costs/schedules
  - Encourage travelers to utilize TRAX, GSA website, or fedtravel.com to obtain:
    - Government flight/rail schedules and fares
    - FEMA-approved hotels offering government rates
    - Car rental vendors who participate in U.S. Government Rental Car Program

Resources

DTMO Website
- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool

   www.defensetravel.dod.mil

Travel Explorer (TraX)
- Web-based training (City Pair Program)
- Access FAQs through Knowledge Center

   www.defensetravel.dod.mil/Passport

Travel Assistance Center (TAC)
- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX

General Services Administration
- Access FAQs and fact sheets
- Search for City Pairs using the City Pair Program Search Tool   *www.gsa.gov*