



Defense Travel Management Office



City Pair Program

Connect 2011 Seminar

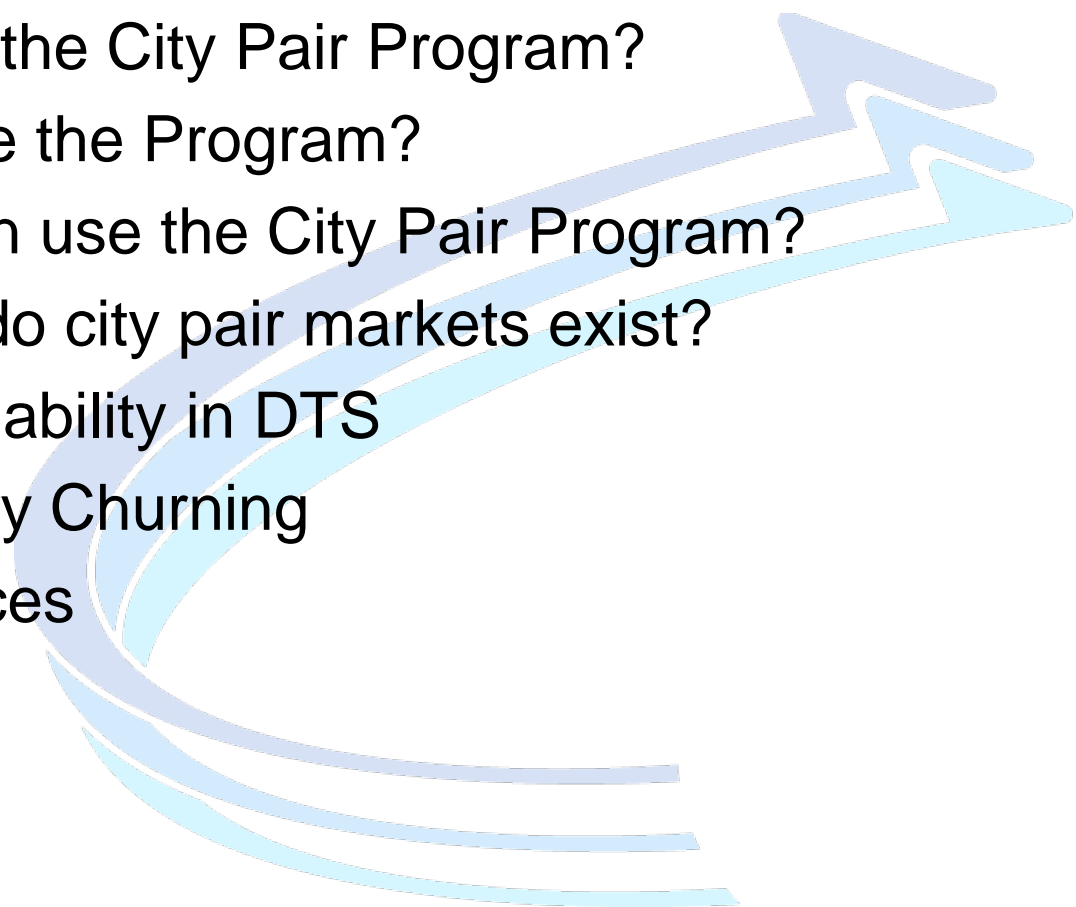
April 2011

For Official Use Only



Agenda

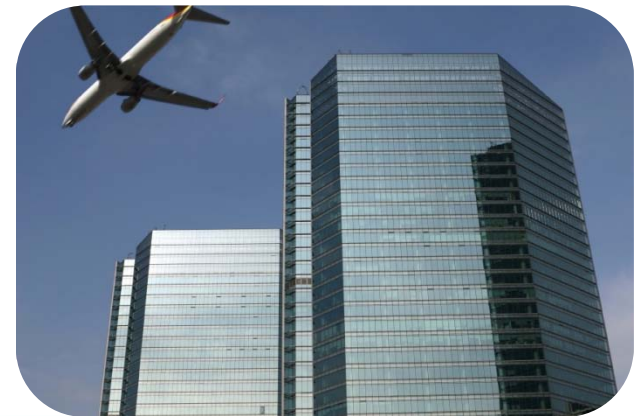
- What is the City Pair Program?
- Why use the Program?
- Who can use the City Pair Program?
- Where do city pair markets exist?
- Air Availability in DTS
- Inventory Churning
- Resources





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





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

Logged In As: BETTY SABRS Document Name: BSJACKSONVILL020507_AD1 Screen ID: 1070.1 [Close Window](#)
 Traveler Name: BETTY SABRS Document Type: Authorization [Help for this screen](#)

Defense Travel System
 A New Era of Government Travel

Itinerary **Travel** Expenses Accounting Additional Options Review/Sign

RETURN TO LIST Air Rail Rental Car Lodging Other Transportation Summary

Air Travel

Modify Search

Please Note: A Red Star (*) indicates a field is required.

* Departure Airport:
 IAD - Washington, DC (USA) (D)

* Arrival Airport:
 JAX - Jacksonville, FL (USA)

* Arrival or Departure:
 Departure

02/05/2007

10:00 AM

Show Alternate Airports:

Search

Air Travel

Please select flights for IAD - Washington, DC (USA) (Dulles Apt) to JAX - Jacksonville, FL (USA) departing on 02/05/2007 [Skip This Flight](#)

RESERVATIONS SUMMARY:
 AIR: \$0.00

GSA Contract w/ Limited Availability GSA Contract Airfare Other Govt Airfare Other Airfare AltGSA

GSA awarded fare is \$229.00

Sort By: Departure Time Arrival Time Elapsed Time Default

\$239.30 Total Estimated Airfare (Including Taxes and Fees) Government Contract

Class: YCAIAD [Fare Rules](#) [View Available Seats](#) [Select Flight](#)

United 7388 Equipment CRJ	08:40 AM Depart IAD - Washington, DC (USA) (Dulles Apt)	Mon 05-Feb-07	Flying Time: 2h 17min
	10:57 AM Arrive JAX - Jacksonville, FL (USA)	Non-Stop Flight	

\$239.30 Total Estimated Airfare (Including Taxes and Fees) Government Contract

Class: YCAIAD [Fare Rules](#) [View Available Seats](#) [Select Flight](#)

- 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

A screenshot of a web interface for selecting fare types. At the top, there are five blue buttons: "GSA Contract w/ Limited Availability", "GSA Contract Airfare", "Other Gov't Airfare", "Other Airfare", and "AltGSA". Below these buttons is a "Sort By:" label with a radio button and a dropdown arrow. A yellow tooltip box is overlaid on the "GSA Contract w/ Limited Availability" button, containing the text: "Further discounted GSA city pair fare for Federal government employees on official business. Fare is fully refundable and changeable." Below the buttons and tooltip, a light blue box displays the text: "\$428.30 Total Estimated Airfare (Including Taxes and Fees) GSA Contract w/Limited Availability".

GSA Contract w/ Limited Availability GSA Contract Airfare Other Gov't Airfare Other Airfare AltGSA

Sort By:

Further discounted GSA city pair fare for Federal government employees on official business. Fare is fully refundable and changeable.

\$428.30 Total Estimated Airfare (Including Taxes and Fees) GSA Contract w/Limited Availability





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