

Travel Talk

DGS Statewide Travel Program (STP)



Happy New Year



From the Statewide Travel Program

We would like to thank each of you for your hard work and tremendous efforts in 2012. May 2013 bring you happiness, abundant opportunity, and of course, safe travels.

A Fond Farewell

As 2012 comes to a close, I am very pleased as I reflect on the milestones the Statewide Travel Program (STP) has achieved. This year the STP was able to negotiate discounts with Southwest Airlines. These discounts are unprecedented for Southwest Airlines and speak volumes to the continued partnership Southwest Airlines has with the State of California. In addition, we extended our discount airfare contracts with United, Jet Blue, Virgin America and Alaska Airlines. We also extended our Enterprise Holdings contract with significant car rental discounts and were one of the first State's to incorporate new recall language into this contract. The recall language indicates that no government traveler will be rented an Enterprise rental vehicle if it has been recalled by the manufacturer. CALtravelstore continued to amaze us this year with numbers that exceeded all expectations while continuing to receive rave reviews on their exceptional customer service. In 2012, the STP was also very busy performing 66 green lodging certifications and bringing 15 new entities onto the program. As we are able to bring more government entities onto the STP, we are able to continue to negotiate best in class travel and provide cost savings for all of our government employees.

Also, as we close this calendar year, I would like to let everyone know that I have retired. After 40 years of gratifying State Service, it is now time for me to start the next chapter in my life and another career as a skilled Tour Director. I have been fortunate in the past several years to provide tours of our State Capitol and surrounding areas to California's 4th graders as they learn about California History. I plan to continue providing these tours as well as other tours throughout California.

As I leave this position to embark on my next adventure, I want to say how proud I am of the STP Staff and our accomplishments as a program. I would also like to thank you all for your support of the Statewide Travel Program. It has indeed been a pleasure to work with each of you to achieve a best-in-class travel program for our State.

*Donna Carey, Manager
Statewide Travel Program*

ALL ABOARD!!



Please join us in welcoming the newest member of the Statewide Travel Program, Georgia Kattenhorn. Many of you have spoken with her already, but if you haven't she will be a valuable new resource if you need assistance.

Also, a big welcome to the newest participants in the Statewide Travel Program:

- *San Diego County Office of Education
- *City of Los Angeles
- *Corona Norco Unified School District
- *Santa Clara County
- *San Bernardino Community College District
- *College of the Redwoods
- *Humboldt County Office of Education
- *Kern High School District
- *Stockton Unified School District
- *High Tech High School
- *Centinela Valley Union High School District
- *LA Housing Authority

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Inside this issue:

| | |
|------------------------|--------|
| Parking Pains | Page 2 |
| A+ In Customer Service | Page 2 |
| New Years Resolutions | Page 2 |
| Dare to Compare | Page 2 |

Reminders

- Effective January 1, 2013, the personal vehicle mileage reimbursement rate for all State employees will be 56.5 cents per mile.
- There has been a rate change at some of the Park 'N Fly locations. See TB 12-06 for new rates.
- The Commercial Car Rental Services Contract with Enterprise Holdings has been extended. There have been slight rate increases. Details will be released in a Travel Bulletin later this month or can be found at www.dgs.ca.gov/travel under Resources/Laws & Regulations/Contracts.
- Concur training will be provided on an as needed basis. Please email: kelly.may@dgs.ca.gov or tasha.wilson@dgs.ca.gov for travel training needs.

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*The most important trip
you may take in life is
meeting people halfway.*

~Henry Boye

New Years Resolutions

You'll want to keep these easy resolutions to save money and make your life "Green" in 2013.

Replace your light bulbs with compact fluorescents. They will last longer and use 80% less energy.

Take plastic water bottles off your grocery list. Instead use reusable bottles and an at home filtering pitcher.

Remember to grab your reusable bags. They won't cut down on the 1 million plastic bags that end up in the trash every minute unless you use them.

Invest in cotton cloths and cloth napkins to help eliminate the 3,000 tons of paper towels that end up in landfills every day.

Unplug chargers from the wall when you're finished charging your gadgets or invest in chargers that stop drawing current when not in use.

Travel Green. Look for hotel properties with a CA Green Lodging Certification. See the Green Lodging Directory at www.dgs.ca.gov/travel under Green Lodging.

Parking Pains

Sacramento International airport has closed two sections of the economy parking lot (2,000 parking spaces). Because of this change, economy lots may be full during peak travel times. To minimize the impact to customers, the Airport is adding capacity by opening the Daily Surface Lot 24 hours a day and dropping the price from \$15 to \$12 a day. The Daily Surface Lot is located before the entrance to the garage on Airport Boulevard. Shuttle buses will take passengers to Terminal A or Terminal B. Travelers are still expected to use the most economical option for parking, however if the Economy Lot is full, travelers may use the Daily Surface Lot, and include justification on the travel expense claim.

Congratulations Enterprise!

Enterprise Holdings' three rental car brands: ~Enterprise, National and Alamo~ sweep the top three spots for best auto rental brands for customer satisfaction among airport customers in a new consumer survey by J.D. Power and Associates.



Looks like our travelers are in good hands!

A+ In Customer Service!

One of the best things about having our travel agency onsite at DGS is getting to hear the exemplary customer service the agents provide to our travelers. It is nice to know too, that our travelers appreciate them as much as we do and take the time to tell us about it. The following are just a small sample of the letters, calls and emails we receive daily thanking our agents:

"I contacted one of the listed agents, from the DGS website, and was able to establish contact with Ms. Becky Gallagher. I was extremely impressed with her knowledge, courtesy, and consideration. She asked me if I needed any additional assistance, explained everything, and pointed me in the right direction. It is comforting to see that the State is in good hands with your organization and that they are receiving full value services from individuals like her. It is a breath of fresh air, from a lackadaisical customer service society, to have my faith renewed that individuals like her exist and reinforce the standard for all; exemplary service. She is to be commended for her efforts and Professionalism."

"Thank you very much! You'd been very patient and very accommodating to us. I've never encountered such traits in any of our travel agents before. Please relay this message to your supervisor. He/she needs to know that you are an asset to their organization."

Dare To Compare

Did you know that renting a vehicle using the Enterprise Car Rental contract instead of driving your personal vehicle can help save the State money? In a recent analysis, the State found that for any trip where the traveler is driving over 85 miles a day, it is more economical for a traveler to rent a vehicle than to reimburse the traveler for mileage. In addition to cost savings, other benefits include a reduction in liability expenses for the State and more accurate accounting and reimbursement. To do a comparison of your own, access the calculator at caltravelstore.com under "helpful links" or dgs.ca.gov/travel under "quick links". Just a few simple steps and travelers will have all the information they need to make the most economical choice.

Welcome to the Trip Optimizer

Please use this trip optimizer to determine the most cost effective travel solution.

Input Values

All fields required

| | | |
|--|------------------------------------|------------------------------------|
| 1. Distance to be Traveled: | <input type="text" value="85"/> | <input type="text" value="Miles"/> |
| 2. Total Days in Trip: | <input type="text" value="1"/> | |
| 3. Car Rental Daily Rate: * | <input type="text" value="30.78"/> | <input type="text" value="USD"/> |
| 4. Cost of Fuel: | <input type="text" value="3.40"/> | <input type="text" value="Gal."/> |
| 5. Reimbursement Rate: | <input type="text" value=".565"/> | USD / Miles |
| 6. Rental Car Fuel Usage: | <input type="text" value="25"/> | Miles / Gal. |
| <input type="button" value="Calculate Results"/> | | |
| <input type="button" value="Reset Calculator"/> | | |

*Actual rate may vary. Taxes, surcharges, etc. may apply.

Renting a car will save you \$5.69 USD

For comments or suggestions regarding "Travel Talk" please email Tasha Wilson at tasha.wilson@dgs.ca.gov.