



Travel Coordinator Meeting

September 13, 2011
Ziggurat Auditorium

Agenda

- Introductions
- CalATERS Program Update
- Southwest Phase II Update
- Update on Contracts (Air, Car, TPS, TMS)
- Customer Service Survey Results
- What's New!
- Emergency Lodging Program
- Travel Newsletter
- Q & A / Open Forum

Southwest Phase II Update

- In process



Update on Contracts

Airline Contracts:

- Southwest, United, JetBlue, Alaska/Horizon, and Virgin America
- Policy= best interest of the state
- SWA Wanna Get Away, Anytime, & Business Select Options
- New Terminal
- Park 'N Fly

Update on Contracts

Car Rental Contract:

- Enterprise is the primary vendor
 - Short term and long term contracts



- National and Alamo
- New process for approvals
- Restrictions and Reminders

Update on Contracts

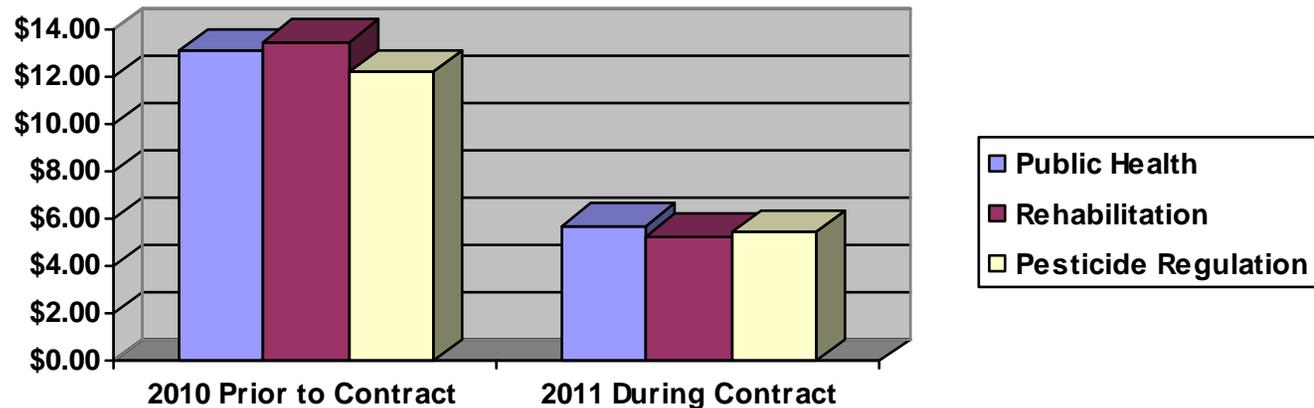
Travel Payment System (TPS) Contract:

- RFP to be released
- Extension for new RFP
- Reminders:
 - Statements on-line / @Work
 - Pay bills on time
 - Manage cards
 - Contact us for reconciliation assistance

Update on Contracts

Travel Agency Contract (TMS):

- Reduction in cost savings
 - Department analysis



- Phone calls / report cards
- Customer service survey

Survey Results



Do you find Concur to be user friendly and convenient?

- Always 20.4%
- Usually 28.4%
- Sometimes 19.8%
- Rarely 16.7%
- Never 14.8%

How would you rate your overall satisfaction with CAL-TravelStore?

- Completely Satisfied 41.5%
- Satisfied 21.0%
- Somewhat Satisfied 12.2%
- Dissatisfied 25.4%

What is most important to you when planning your travel?

- Price 26.8%
- Service 27.8%
- Simplicity of Booking 45.4%

Survey Results (continued)

- ❖ “Your customer service is fabulous. Thank you for providing such professional and helpful travel bookings. Yvonne and Anthony are friendly, knowledgeable, fast and just nice people. Thanks!”
- ❖ “I truly enjoy Concur Travel and working with CALtravelstore. Thank you.”
- ❖ “Steve McCain has provided me EXCELLENT customer service each time I've contacted him. He's made making and changing travel reservations very easy which I really appreciate and value.”

Survey Results (continued)

- ❖ Tool is not user friendly; other sites like Expedia and Orbitz are easier to use
- ❖ Not able to reach a travel agent during normal business hours; not being available 24 hours, 7 days a week; ensure that there will always be a live person to handle my needs
- ❖ Presentation of flight options is confusing; Southwest isn't integrated into Concur
- ❖ Unable to make changes online; not charge for changes when you call an agent
- ❖ It is confusing to register; the help button is no help

Survey Results (continued)

- ❖ No hotel pictures or images on the site; you keep records of my rejections like I have committed a crime and will be punished
- ❖ Can't stop emails going to discontinued administrators
- ❖ There is no way to charge the hotel to the department
- ❖ Not able to do multi-segment bookings
- ❖ Have the ability to enter our reward programs
- ❖ Send an electronic version of the Concur manual to be tucked away on my computer

What's New!

1) Taxi Payment Program

- No more DGS blue cards
- Central billing program for taxis

2) Bridge Tolls

- Central billing for toll fees

3) Ground Transportation



Emergency Lodging Program

- GSA has established a contract with Corporate Lodging Consultants (CLC) for Emergency Lodging services.
- DGS will be setting up a central contract to utilize these services for Emergency lodging with in California and out of state.
- The contract implementation is in process.
- Agencies that wish to participate will need to notify DGS. For more information please visit www.gsa.gov/lodging
- Frequent Traveler Card

For more info, contact Bahia Abdallah.

Travel Newsletter

- Sent to travel coordinators on a bi-monthly basis
- Articles include:
 - Travel news
 - Updates
 - Special events
 - Travel policies
 - FAQ's
- Send questions, article ideas and/or feedback to tasha.wilson@dgs.ca.gov

Q & A / Open Forum

Reminder:

Please fill out the evaluation/survey.
Your comments are important to us.

THANK YOU!!!

