

## STMA Conference Call Minutes, August 3, 2011

### List of Participants:

Tami Nelson, Utah  
Tim Hay, Oregon  
Mark Milstein, New York  
Donna Carey, California  
Kathy Adair, Alaska

### Overview of the State of Utah Travel Management Program:

The State of Utah's travel program began in November 1992, starting with booking state agencies only. We now book the travel for our state agencies, some for our State Legislature, House of Representatives and the Senate, political subs and higher ed. State agencies are now about 1/3 of the total volume that goes through the State Travel Office.

### Contracts:

We have one contracted travel agency, Christopherson Business Travel. We have five dedicated travel agents that are housed onsite with me in the State Office Building on Capitol Hill. They have had the contract for a little over 9 years now. Their contract will expire 3/31/12. The majority of our bookings are full service utilizing these agents. We have a couple of departments that utilize the online booking system ResX on a limited basis. We are changing to Cliqbook soon and hope to get better utilization.

We have city-pair contracts with Delta and Frontier. Our current contract ends 12/31/11. Our new RFP will be sent out on 9/1/11.

We have contracts in place through WSCA for are rental car services. This contract has been going very well.

We have a contract for our travel card services with UMB Bank, NA. This is also going very well. I have never dealt with a more professional and customer service focused company. They currently have contracts with seven states.

### Policy:

Myself and Kevin Lucus (State Travel Coordinator) are responsible for reviewing the policy and making any changes, clarifications needed. We train the travelers and travel planners on booking and reimbursement procedures.

Other Business:

Tim stated that United Airlines did not bid on a lot of markets for Oregon. Mark found this to be the case for New York also. Tim stated that it might be an option to put out an RFP to request discounts off published fares. We will discuss this option more at the SGTP conference in Washington DC.

Donna stated that they have had an on-site travel agency now for about a year and that it has been working very well for them.

Tim stated that the WSCA lodging program now has over 10,000 hotels on board. The future of the lodging program is going to move towards an open enrollment type program in the future. [www.wscalodging.org](http://www.wscalodging.org) has been getting about 1000-1500 hits per month.

The WSCA rental car program is doing well. New York is now on board and Kentucky is in the process. There are now 18 states utilizing this contract with a few more possibly coming on board.

Tim has put together a WSCA flyer with the contract information as well as the STMA website information. He will be handing it out at the NIGP conference.

Kathy asked how WSCA lodging rates are listed in ResX. Kathy is going to reach out to Catherine from West Virginia and Tony from Azumano Travel to see how it is listed.

Tim is going to obtain some pricing on technology for the WSCA lodging program.

So far, five state travel managers are going to the SGTP conference: Kathy, Alaska; Tami, Utah; Tim, Oregon; Catherine, West Virginia; Lori De Michelle, New York.

Tim is going to share the GBTA presentation that he and Lenora put together.

Tim recommended that everyone look at the SMTA website and make sure that all the information is correct.

Donna thanked everyone for completing the questionnaire that she sent out. The information was very helpful.

.....

If anyone has additional information that I missed, please let everyone know.

Next call set for October 5, 2010 and will be hosted by the State of California.