

STMA Conference Call Minutes, August 4, 2010

List of Participants:

Tami Nelson, Utah
Tim Hay, Oregon
Catherine DeMarco, West Virginia
Lori DeMichele, New York
Lisa, Oklahoma (sorry, I didn't catch your last name)
Mark Milstein, New York
Bahia, in for Donna Carey, California (sorry, didn't catch Bahia's last name)
Lenora Kingston, Colorado
Kim Tarter, Nevada
Rick Springer, SGTP

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 8 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 have city-pair contracts with Delta and Frontier. We did have a contract with JetBlue for one city-pair (LGB), but they chose not to roll over the contract this year.

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 six 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 he can list state's RFP's on the STMA web site if anyone is interested in that.

Tami is going to send out two surveys, one on per diem rates and one on city-pair contracts with airlines. The results of these surveys will be posted on the STMA web site.

There was a question asked on how the states are handing reimbursing the traveler for advanced seating charges. It was stated that it could be listed as part of the transportation cost or as a miscellaneous expense.

Tim gave an update on the WSCA Lodging RFQ. It was originally started as a RFP, but was changed to and RFQ due to the length and inability to contract with Brands. The RFQ is now focused on individual hotels. This will result in a qualified list of hotels with a possibility of over 5000 hotels listed. These hotels must provided rates at or below the federal per diem rates and also provide reporting. There will be one single rate code for each GDS and each state will be assigned a CD# that will have to be put into every reservation in order to obtain the rate. A meeting is going to be scheduled at the SGTP conference to meeting with the hotel groups to further discuss the RFQ. Any state attending the conference may attend this meeting even if they are not part of the sourcing team. The current close date for the RFQ is 10/1/10, but may change.

Bahia asked if all states will have access to the hotel reports. Tim explained that the states will receive their own reports based off their CD# that was input into the reservation.

Lenora recommended hosting the Qualified Lodging List on Oregon's website instead of the WSCA site so it will be easier to update.

Mark asked if the hotels will be rated. All the hotels will list their AAA rating on the spread sheet they send in.

Tim gave an update on the WSCA rental car contract. He stated that there are 11 states that have turned in their participating addendum so far. Idaho is the next one to come on board.

Mark asked if the rates will go down as more states participate. Tim said no, but will give him bargaining power to see if the companies will drop some of their surcharges. Mark also asked if we benchmarked our rates against GSA's. GSA has a cap at \$55-60/day. The WSCA rates are lower rates with no caps.

Rick with SGTP will reserve a room for the state travel managers to meet with hotel reps at the SGTP conference. So far four states have signed up to go, New York, Alaska, Oregon and West Virginia.

Next call set for October 6, 2010 and will be hosted by West Virginia.