



**Corporate
Lodging
Consultants**

Emergency Lodging Services

BPA GS-33F-AOQ02

2011

CLC Emergency Lodging Summit

*For Government, Industry
& Lodging Partners*

GSA

March 31, 2011



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Special Thanks

BPA GS-33F-AOQ02



- Rick Freda
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- Rick Figard
- Garlette Jordan
- Gene Lee
- Rebecca Silver
- Jim Stickler





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2nd CLC ELS Summit

2011

CLC Emergency Lodging Summit

*For Government, Industry
& Lodging Partners*



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Unexpected Disasters & New Challenges



- **Over 500,000 people homeless**
- **1,900 temporary shelters housing 240,000 people**
- **1300 shoreline miles received waves over 12 feet**
- **Recovery measured in years**



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Emergency Lodging Services

Agenda

- **CLC Background**
- **Emergency Response Background**
 - Responder
 - Victim Assistance (Short-Term & Long-Term)
- **Hotel Industry Perspective**
 - Bob Chafey – EVP Wyndham Worldwide
- **Break For Lunch**
- **How it Works**





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CLC Background

Founded: 1977

Headquarters: Wichita, Kansas

Employees: 125

Customers: Over 500,000 customer employees

Hotel Network: >17,000 hotels

Room Nights: 9 million

Purchases: ~\$500 million

CLC North American Hotel Network

Each Dot = U.S. Zip Code With At Least 1 CLC Hotel



Network includes properties in Hawaii, Alaska, Guam, Samoa & Philippines

Over 17,000 negotiated hotel contracts



Large Customers



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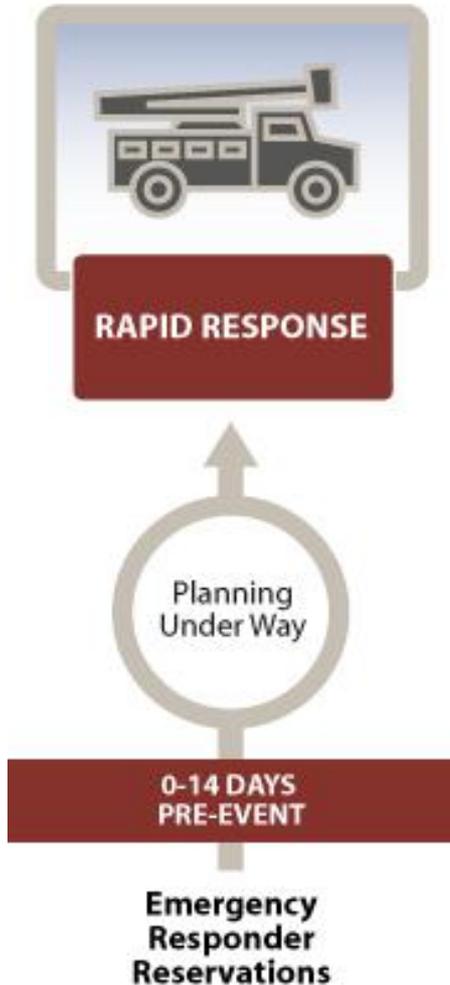


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CLC Has Provided Rapid Response Lodging Management Since 1997

- **Rapid Response:** Contract, reserve and process lodging payment for emergency responders or evacuating personnel
 - **Over 1,000,000 transactions since 1997**
 - **Over 700 disaster recovery efforts for American Red Cross alone**





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CLC's ELA Program Secured & Processed > 10M Rooms Since 2005

- **Emergency Lodging Assistance:** Manages lodging programs for survivors of disasters
 - **2005: Hurricanes Katrina & Rita**
 - 8.6 Million room nights
 - 93,000 Rooms on Peak Day (10/02/05)
 - 7,900 hotels
 - 48 states
 - **2008: Hurricanes Gustav & Ike**
 - 1.6 Million room nights
 - 3,000 hotels
 - 40,000 rooms used





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CLC's Housing Program Handles Authorization & Payment



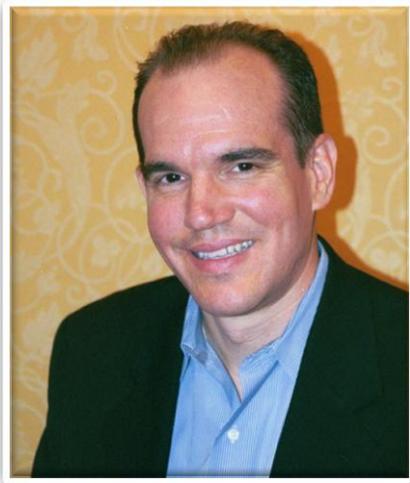
- **Disaster Housing Assistance:** Handles rental payments for disaster survivors with long-term housing needs
 - 43,000 apartments
 - 17,000 landlords
 - 18 million room nights
 - All 50 States



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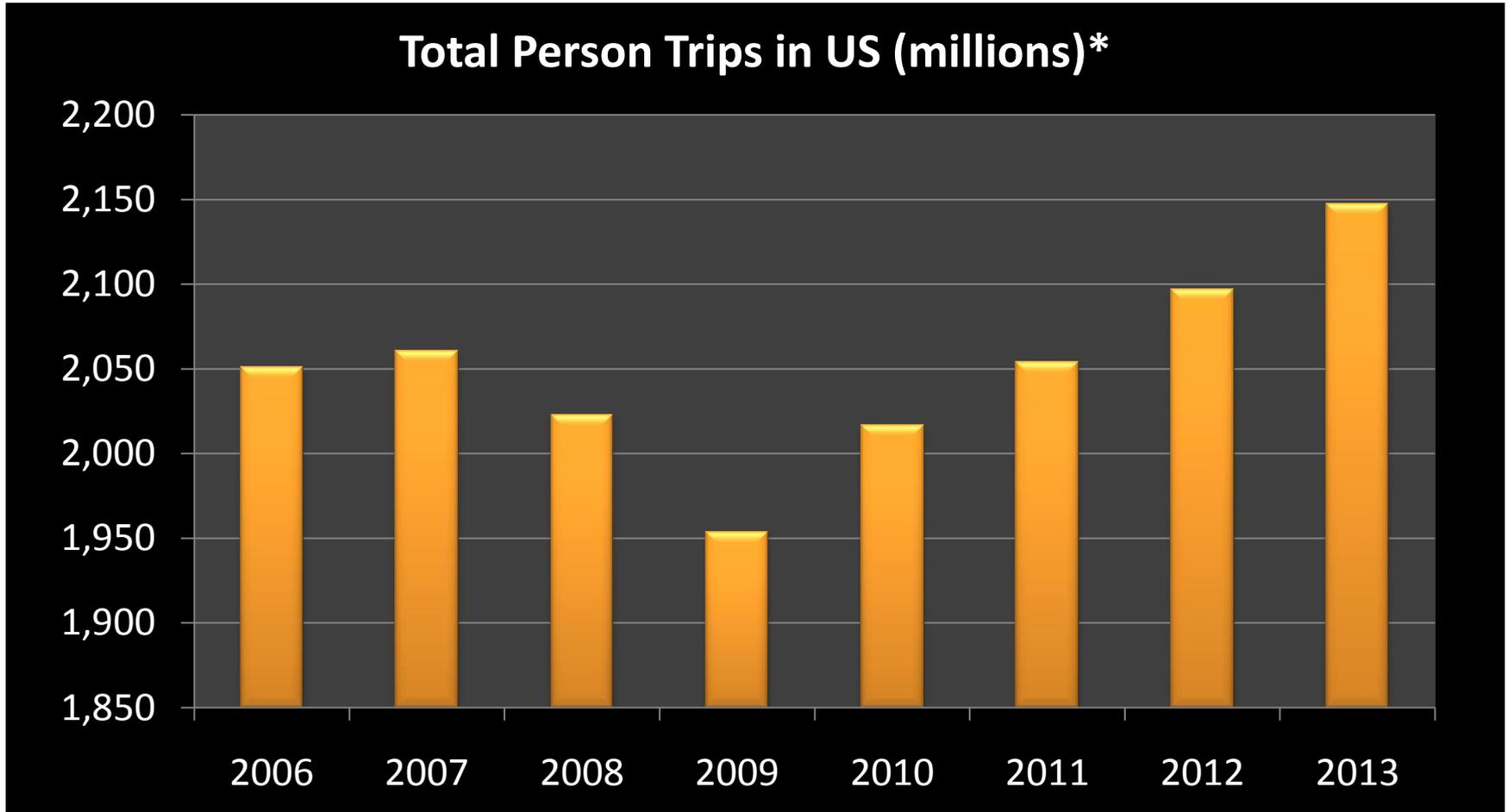
Hotel Perspective on Emergency Lodging



Bob Chafey
Senior Director Global Sales
Wyndham Worldwide



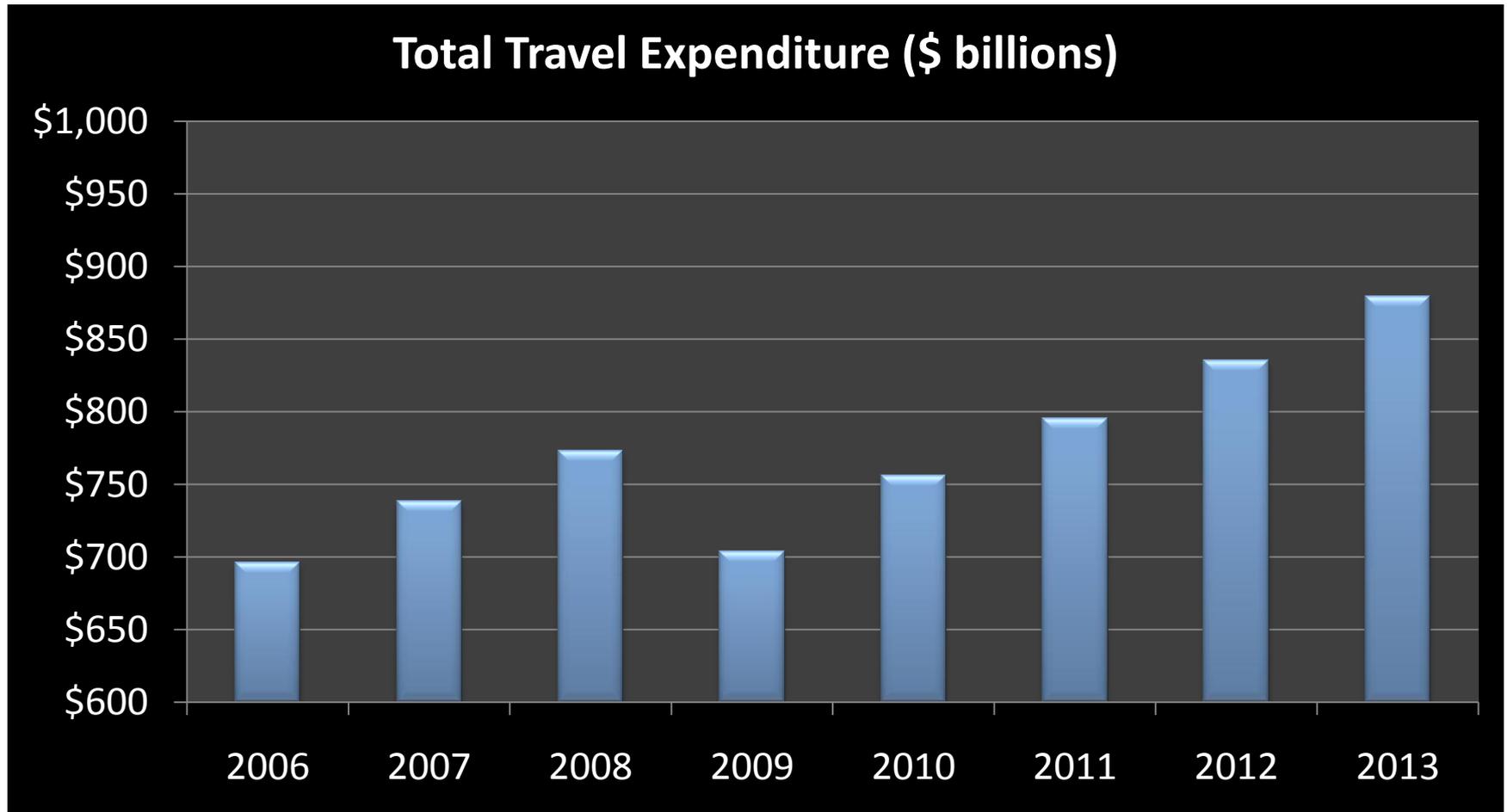
Total Trips



*Combined domestic trips and international person arrivals

Source: US Travel Association, US Department of Commerce

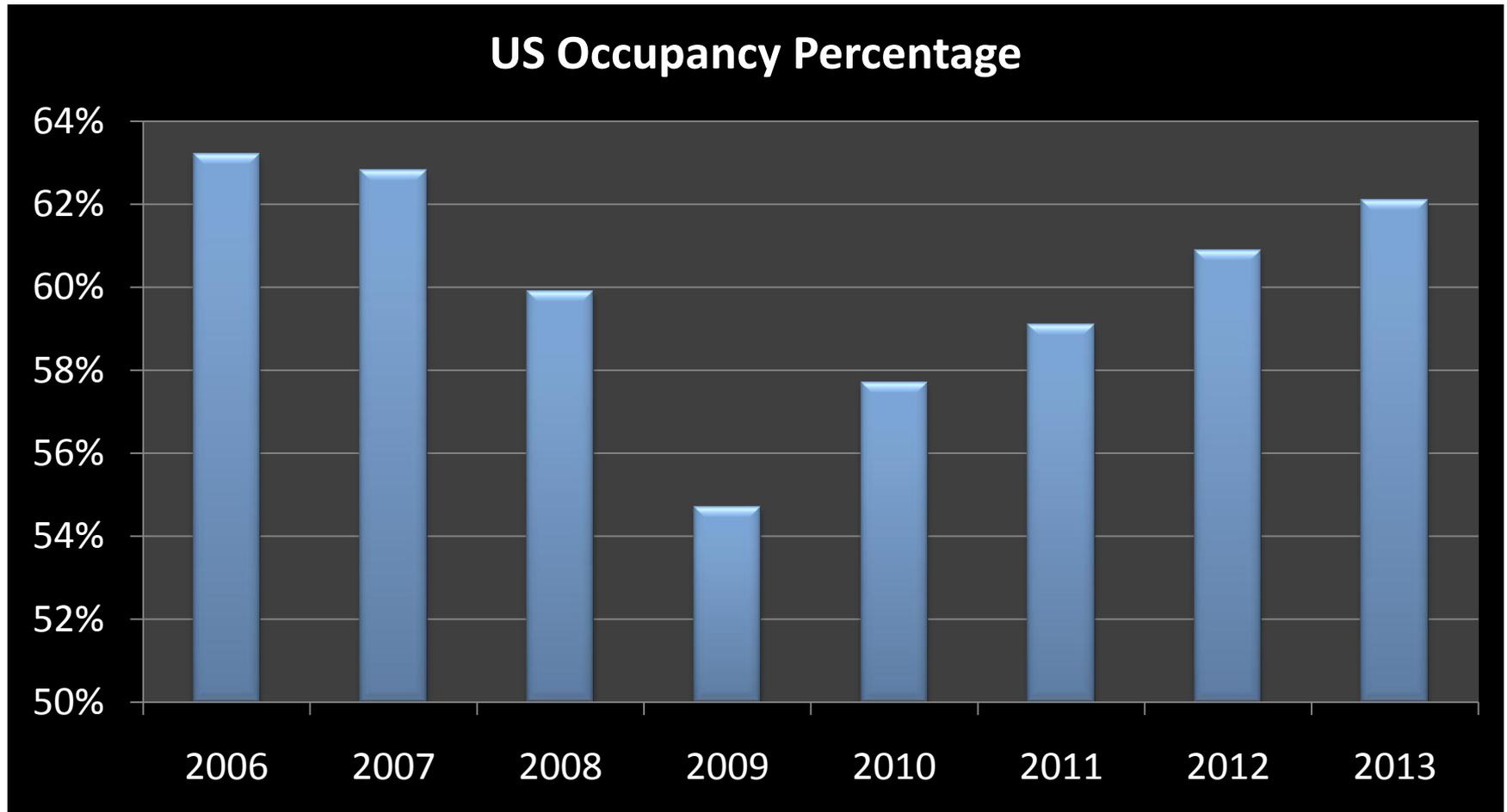
Total Travel Spend



*Combined domestic and international travel spend in US

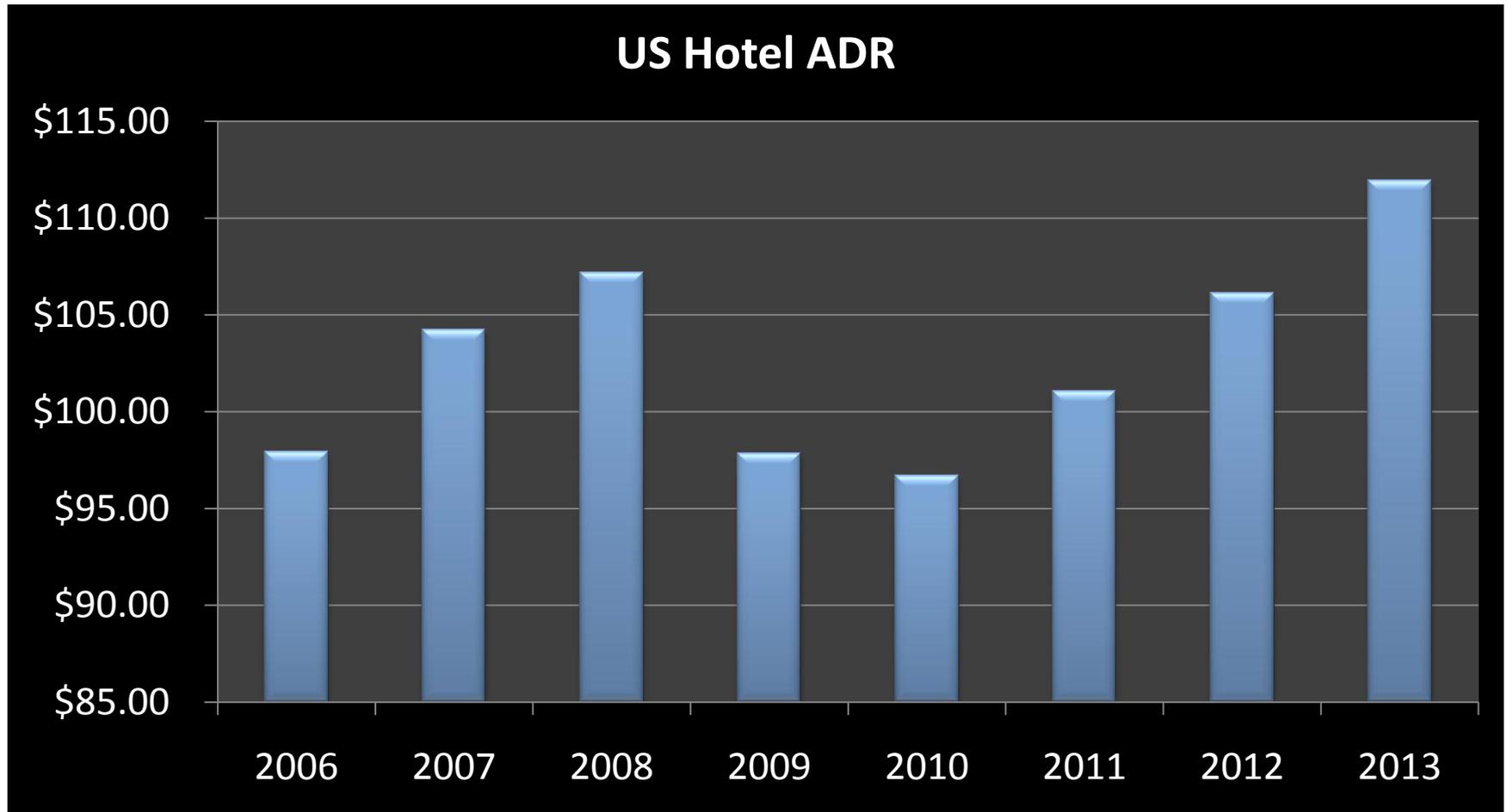
Source: US Travel Association, US Department of Commerce

Hotel Occupancy



Source: US Travel Association, US Department of Commerce, HVS Lodging Forecast

Hotel Average Daily Rate



Source: US Travel Association, US Department of Commerce, HVS Lodging Forecast

What Does This Mean?

- Travel & Hotel industry are well on the way to recovery...and then some
 - People may change travel destinations, but we will still travel
 - Significant growth expected for next 2-3 years
- Hotels raising rates – occupancy growing more slowly
 - Higher rates are making-up for slower occupancy recovery
 - New demand outpacing new supply – lending likely to resume in 2012-2013
- Largest travel growth percentage gains are in international inbound visitors
 - Emerging markets leading with way with big numbers (6-10%)
 - Traditional markets still strong, with continued growth (5%)

WYNDHAM WORLDWIDE

WYNDHAM HOTEL GROUP

WYNDHAM EXCHANGE & RENTALS

WYNDHAM VACATION OWNERSHIP



- World's largest hotel franchisor
- 7,200 hotels, on 6 continents – 6,000 in US
- 10% of U.S. hotel room supply

- World's largest vacation exchange network serves 4 million+ leisure-bound families a year

- World's largest vacation ownership developer and marketer with 150+ resorts throughout North America and the South Pacific

Wyndham Worldwide & Competitors



Luxury		Waldorf Conrad		Ritz-Carlton JW Marriott	St. Regis Luxury Coll.	
Upscale	Wyndham H & R Wyndham Grand Wyndham Garden Corinthia Dream Night	Hilton Hilton Garden Inn Doubletree Embassy Suites	Hyatt Regency Grand Hyatt Park Hyatt Hyatt Casino	Inter- Continental Crowne Plaza Hotel Indigo	Marriott Renaissance Courtyard	Westin Hotels W Hotels Sheraton Le Meridien
Midscale	Ramada, Wingate by Wyndham, Howard Johnson, Baymont	Hampton	Hyatt Place Summerfield Suites	Holiday Inn Holiday Express	Fairfield Inn SpringHill Suites	Four Points by Sheraton
Economy	Days Inn, Microtel Super 8, Travelodge, Knights Inn					
Extended Stay	Hawthorn Suites By Wyndham	Homewood Suites		Staybridge Suites Candlewood Suites	Residence Inn TownPlace Suites	
Vacation Ownership	Wyndham Vacation Ownership Resorts	Hilton Grand Vacations	Hyatt Vacation Club	Marriott VacationClub VillaVacation	Starwood Vacation Club	
Vacation Exchange & Rental	RCI Landal, ECC, Novasol, Cuendet					

Wyndham Hotel Group Brand Affiliation Benefits

- **Brand strength & name recognition** – consistency, consumer trust
- **Leverage scale and efficiencies** – procurement, staff training
- **Financial assistance** – low/no interest loans for maintenance
- **Operations Support** – Field teams, revenue management, systems
- **Sales Support** – Field teams, Global Sales, Distribution Channels
 - Field Teams assist at local level & liaise with global sales & customer care
 - Global Sales works with national/global companies to provide access to all hotels

Wyndham Hotel Group & CLC Lodging

CLC is our largest customer – We provide a variety of support services not typically available to any other organization we work with

- **Contract negotiation** – help our hotels understand the different types of CLC business and what it takes to get it. CLC gets the best rates.
- **Customer service** – mediation and resolution of CLC customer issues
- **Communication & Training** – Internal training and communication to educate our hotels about ongoing and new CLC programs and resources including WebCheck/INN, Quick Pay, ELA pre-registration and many more.
- **Dedicated Support** - Dedicated phone numbers, e-mail to trained agents for Rapid Response disaster support. 5 of our team support CLC.
- **Reporting** – an electronic connection keeps both of our systems current.

Disaster Readiness

Wyndham Hotel Group has an established SOP and the necessary processes, training and personnel in place to effectively meet CLC's disaster needs

- Dedicated phone numbers and e-mail addresses to 24/7 agents for both group block and individual traveler needs
- Connection to our property computer systems to see room availability
- E-mail and cell phone access to our field teams for local intelligence and property-level connection
- Leadership and team escalation/back-up processes for fast as possible response

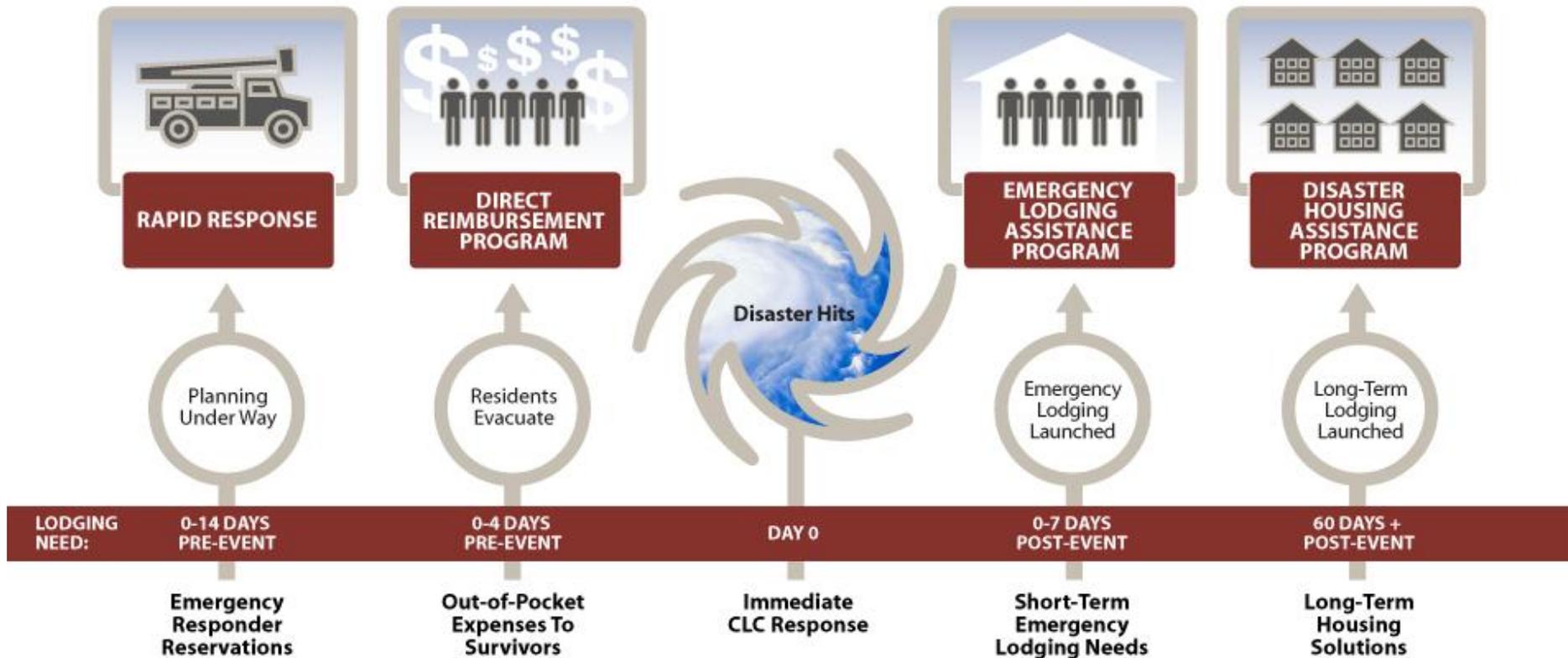


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Systems With Depth & Breadth For Emergency Lodging Services

Timeline For Emergency Lodging Services Response

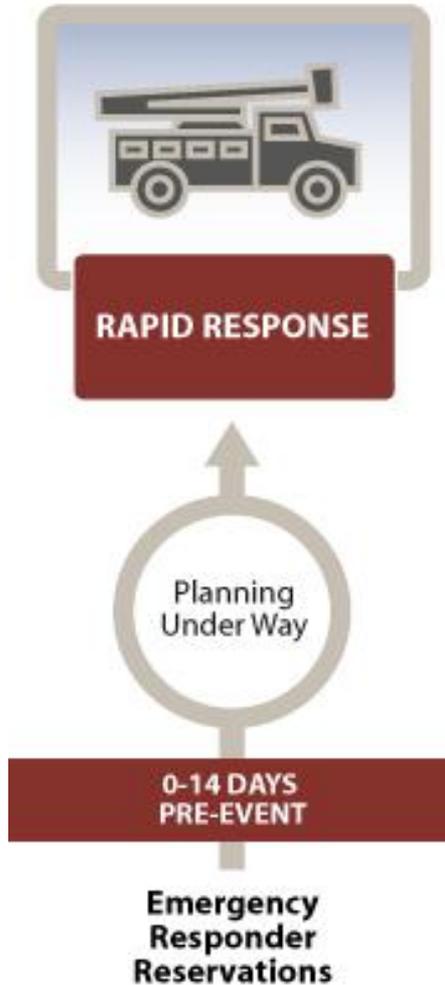




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CLC Has Provided Rapid Response Lodging Management Since 1997





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Rapid Response Reservation System Built for Emergency Responders

Dedicated Emergency Reservation System

- **Client-specific data**
- **Multiple points of contact**
- **Storm-specific coding**
- **Multiple channels of communication**



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Rapid Response Reservation System Built for Emergency Responders

Hotel Data Inventory

- **Multiple search criteria options**
- **Hotel amenity data**
- **Priority ranking system**
- **Contracted rate visibility**



Rapid Response Reservation System Built for Emergency Responders

Reservations & Reporting

- Customized reporting
- Lodging location & contact details
- Electronically transmitted

Rapid Response Reservation Report

Room	Rate	Single	Double	Arrival	Departure	Count	CL Contract	Single Rate	Double Rate	Cancellation	Rate
101	\$100	3	0	02/18/10	02/20/10	3	JAB010	\$33	\$66	24-Hour Prior to Arrival	15
102	\$100	0	0	-	-	0	JAB010	-	-	-	0
Totals		3	0			3					15

AMERICAN RED CROSS - NATIONAL DISASTER Reservation Report

Room	Rate	Single	Double	Arrival	Departure or Cancellation	Single Rate	Double Rate	Total Beds	Unused Rooms	Total
101	\$100	0	0	02/18/10	02/20/10	\$33	\$66	15	0	15
102	\$100	0	0	-	-	-	-	0	0	0
Totals		0	0					15	0	15

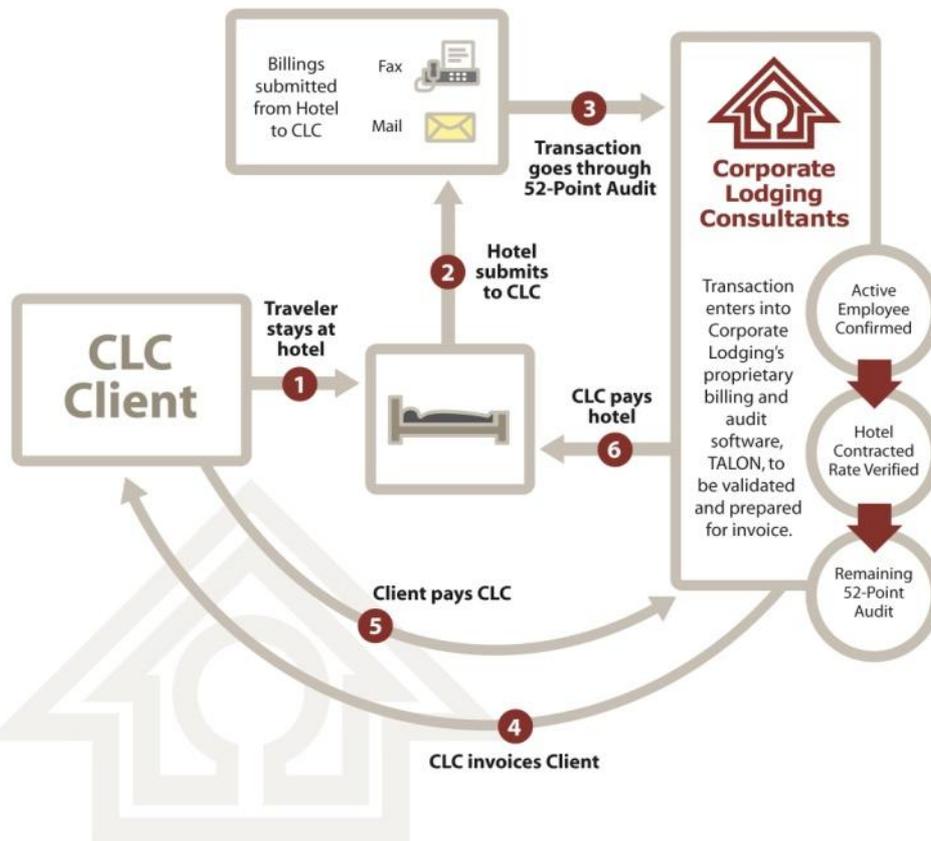


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Emergency Lodging Services

Rapid Response Reservation System Built for Emergency Responders

CLC Rapid Response Transaction Process



- **Used by diverse types of disaster responders**
- **Dedicated Rapid Response staff**
- **24x7x365 coverage**
- **Simultaneously supports multiple disasters**
- **Dedicated reservation systems**



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Emergency Lodging Services

**CLC's ELA Program Secured &
Processed > 10M Rooms Since 2005**





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Emergency Lodging Assistance

Close Coordination With Hotels

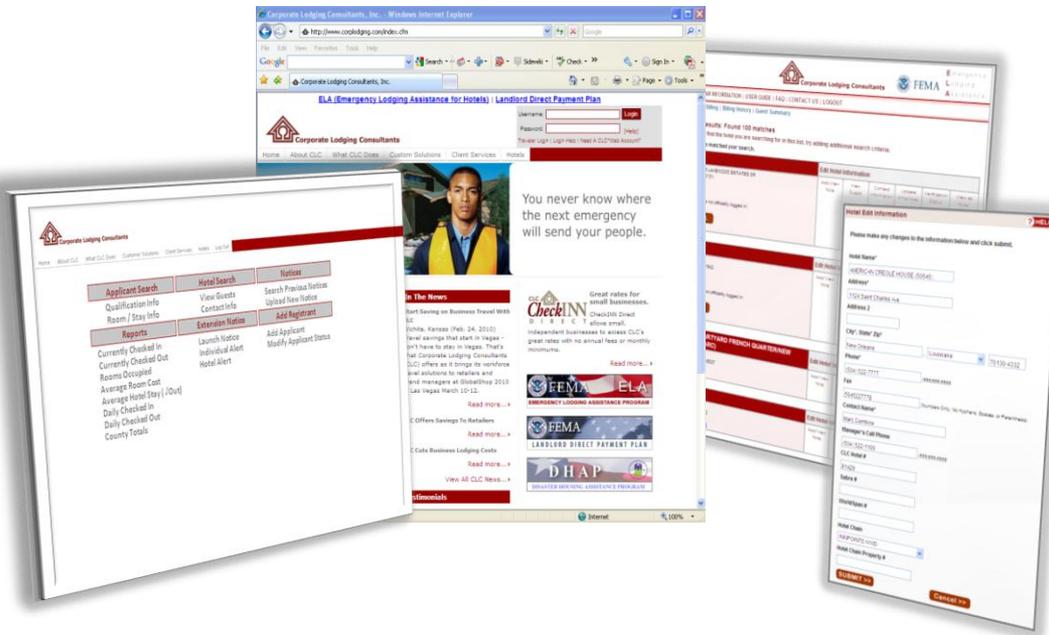
The screenshot shows the user interface of the Emergency Lodging Assistance (ELA) program. At the top, there is a navigation bar with links for HOME, PROGRAM INFORMATION, USER GUIDE, FAQ, CONTACT US, and LOGOUT. Below this, there are several sections:

- Hotel Information:** Details for the Ambassador Hotel (50807) at 838 Tchoupitoulas St, New Orleans, LA. Contact information for Joseph Tumminello is provided.
- Thank you for choosing to participate in the ELA program:** A message encouraging users to contact femahousing@corplodging.com or call 1-866-545-9865 for assistance.
- HOTEL SUPPORT LINE:** A red banner with the phone number 1-866-545-9865 and operating hours (8:00 a.m. to 5:00 p.m. CT Monday through Friday).
- ELA Program News:** A section indicating "No News Available" with a "View All" link.
- Check Guest Qualification:** A form with fields for Date of Checkin (REQUIRED), Registration ID, First Name, Last Name, Last 4 digits of SSN #, and Date of Birth. A "SUBMIT >>" button is at the bottom.
- UPDATE ROOM AVAILABILITY:** A section with a "Make Rooms Unavailable" button.
- Guest Alerts:** A section indicating "No New Alerts Available" with a "View All" link.

- Real-time Program updates
- Immediate guest qualification status
- Electronic Alerts
- Downloadable user guide & participation pieces
- Feed CLC Room Availability
- Accessible 24 hours a day
- Hotel and Contracting Agent tools



Contracting Agency Features

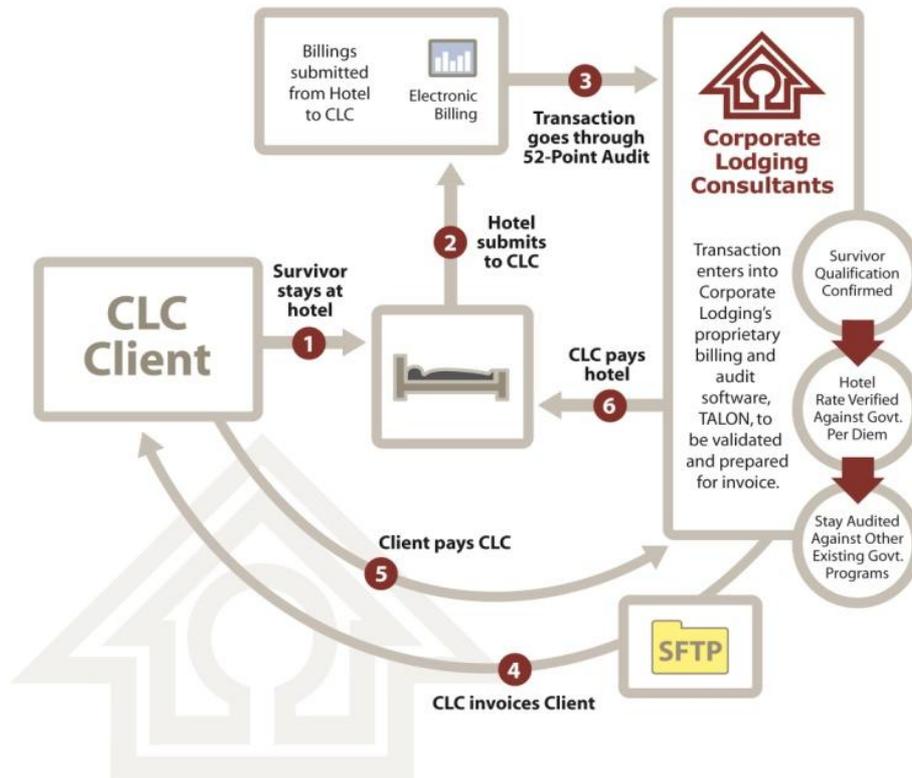


- **Extensive record retention**
- **STFP data transfers**
- **Customized and ad hoc reports**
- **24-hour accessibility**
- **Abundant communication options**
- **Timely payment terms**



Internet-Based Solutions

CLC ELA Transaction Process



- **100% electronic**
- **Real-time qualification data**
- **Phone and electronic hotel support options**
- **STFP data transfers**
- **Simultaneously supports multiple disasters**



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Emergency Lodging Services

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Emergency Lodging Services

Disaster Housing Assistance

MyCLC Alerts

The Payments/Reports section of the website is now available.

Created Date	Beds	Effective Dates	Billing Start	Vacated Date	Vacated Reason	Monthly Subsidy
CLC Generated History						
10/1/07 04:31 PM	1	03/01/07-06/21/07	03/01/07			
10/23/07 02:49 PM	1	03/01/07-06/21/07	03/01/07			\$500.00
05/21/07 02:45 AM	1	03/01/07-06/21/07	03/01/07			\$500.00
04/29/07 10:39 AM	1	03/01/07-06/21/07	03/01/07			\$500.00
04/20/07 03:09 PM	1	03/01/07-06/21/07	03/01/07		Connection Failure	\$500.00

Property History

Property Name	Status	History Date
BROOKWOOD HOMES		

Lease/Tenant Information

Lease: [View Edit](#)
Tenant: SCORSE, MICHAEL T #102661 - FEMA
Contract Code: CLC
Unit: 2006 BRIGGS
Property Name: BROOKWOOD HOMES - DELETED - [View Notes](#)
Community Name: BROOKWOOD HOMES
Unit: 2006 BRIGGS
Monthly Rent: \$500.00
Lease Address: 2006 BRIGGS PASCAGOULA, MS 39567
Monthly Subsidy: \$500.00 -- 1 Bedrooms
Lease Start Date: 03/01/07
Billing Start Date: 03/01/07
Lease End Date: 06/21/07
Vacated Date: 06/21/07
Vacated Reason: CLC Term Expiry
Paid New Date: 02/28/07
Lease End Date: 06/21/07
Vacated Reason: CLC Term Expiry

10/23/2007 ** 176: 1765 APPLY PPHNT RATES TO CASH ASSISTANCE APPS ON 2/6/07 AK **
04/23/2007 ** 176: 1765 APPLY PPHNT RATES TO CASH ASSISTANCE APPS ON 2/6/07 AK **

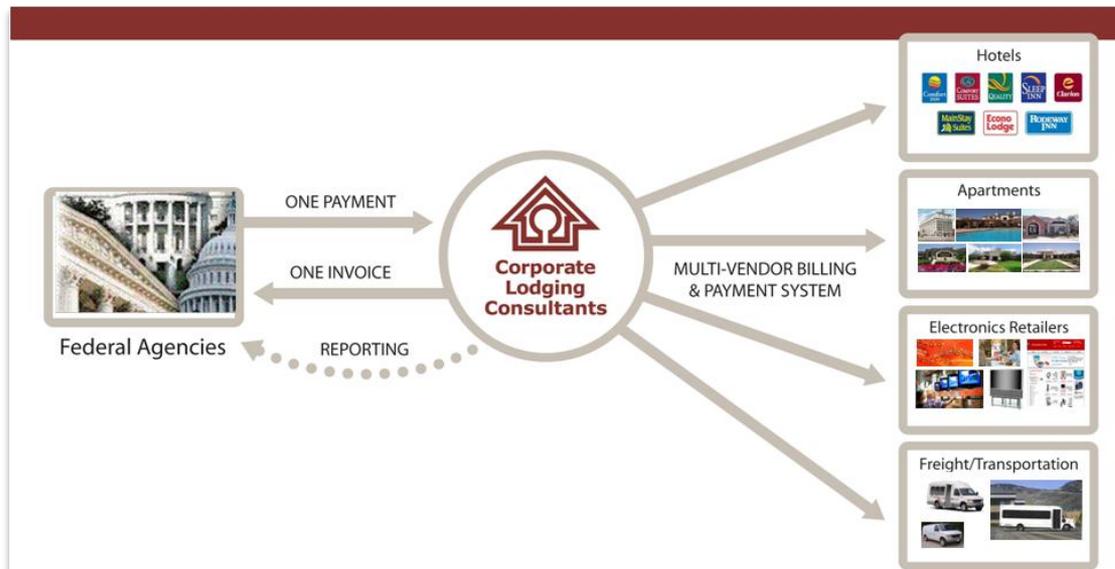
- **Online access for both lodging partner and contracting agent**
- **Lease, Payment, Communication History**
- **Property ownership verification**
- **Massive record storage**



CLC Applies Broad Capabilities To ELS Program

- **CLC Systems audit, report and issue data and payments**

- CLC captures, stores and reports billing and transaction data using electronic data interchange (EDI) and paper-based processes
- CLC performs automated payment audits based on unique client business rules
- CLC issues vendor payments with flexibility to set up cycles for monthly, weekly, or even daily payments





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CLC Contact Information



- **Program Details available online**

www.clclodging.com/GSA (all upper case GSA)

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