

UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY2013 CITY PAIR PROGRAM
PRE-SOLICITATION CONFERENCE

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WEDNESDAY

FEBRUARY 1, 2012

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The pre-Solicitation Conference met in the Monticello Room, Crowne Plaza Hotel, 1480 Crystal Drive, Arlington, Virginia, at 11:00 a.m., Kristen Jaremback, Contracting Officer, presiding.

GSA:

KRISTEN JAREMBACK, GSA
LEAH BALLIS, GSA
JEROME BRISTOW, GSA
TIM BURKE, GSA
JERRY ELLIS, GSA

PARTICIPANTS:

DRISS BELMADANI, Jet Blue
TOM BILLONE, United Airlines
ANDREA CARLOCK, DTMO
DENNY CLIFFORD, Delta Airlines
GEORGE COYLE, American Airlines
JEFF HAAG, Southwest Airlines
FLOYD HARALSON, USAF
HOWARD HICKS, DTMO
KELLY JACKSON, Colorado Springs Airport

PARTICIPANTS (CONTINUED):

JEROME JOHNSON, USTRANSCOM

MSGT MONIQUE MARSHALL, USAF

STEVE MURA, HQAMC

KEVIN SASILA, HQAMC

GISELA SHANAHAN, Colorado Springs Airport

KEN SPIRITO, Newport News Airport

BRUCE TARLETSKY, Wichita Midcontinent
Airport

JESSICA WHARTON, Newport News Airport

TELECONFERENCE PARTICIPANTS:

KIMBERLY BRYANT, National Science Foundation

KAREN CANNON, Alaska Airlines

DONNA CAVOS, Frontier Airlines

MARK DELLINGER, State Department

MARK EDWARDS, HQ Marine Corps

TONY GOODMAN, Virgin America

TERESA HOLLOWELL, NASA

SUSAN MITCHELL, U.S. Airways

RAY MARTINEZ, Small Business Administration

TERESA McGUIRE, USDA

LINDA NELLIS, Sun Country

STAN ROSEN, Department of Treasury

MIKO SNYDER, Alaska Airlines

MARIA VINUP, AMC

STEPHEN YOUNG, Hawaii Airlines

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P-R-O-C-E-E-D-I-N-G-S

(11:01 a.m.)

MS. JAREMBACK: Good morning.

We're about ready to get started.

Well, welcome to the FY13 pre-solicitation meeting for the City Pair Program. Thank you for your attendance and your participation in the program.

Before we get started, a few things. The first part of the meeting today is going to be on the draft solicitation, which went out a couple weeks ago.

And then the second part will be some outstanding program issues that we're going to talk about. Our program office is going to lead that discussion. So if there are any program issues, please save that for the second part of the meeting.

And then now I'm going to introduce myself and my team. And then we'll go around and take a roll call.

For those who don't know me, I'm

1 Kristen Jaremback. I'm the contracting
2 officer.

3 MS. BALLIS: Good morning,
4 everyone. My name is Leah Ballis. I'm a
5 contract specialist on the City Pair Team and
6 I joined in November.

7 MR. ELLIS: Good morning. I'm
8 Jerry Ellis of the City Pair Team.

9 MR. BRISTOW: And good morning.
10 I'm Jerry Bristow from the Program Management
11 Office side. And I will be conducting the
12 second part of this discussion this morning.

13 MS. FREEMAN: Good morning, Iman
14 Freeman, GSA Program Office.

15 MR. TARLETSKY: Hi, good morning.
16 My name is Bruce Tarletsky. I'm with the
17 Sabre Airline Solutions. And we're
18 representing Wichita Midcontinent Airport.

19 MS. SHANAHAN: Good morning. I'm
20 Gisela Shanahan. And I'm from the Colorado
21 Springs Airport.

22 MS. JACKSON: Good morning. Kelly

1 Jackson, Colorado Springs Airport.

2 MR. BELMADANI: Good morning,
3 everyone. I'm Driss Belmadani representing
4 Jet Blue from Revenue Management.

5 MR. COYLE: Good morning. George
6 Coyle, American Airlines.

7 MR. SPIRITO: Ken Spirito, Newport
8 News, Williamsburg International Airport.

9 MS. WHARTON: Jessica Wharton,
10 Newport News Williamsburg International
11 Airport.

12 MR. JOHNSON: Good morning, Jay
13 Johnson, U.S. Transportation Command.

14 MR. MURA: Good morning. Steve
15 Mura, Headquarters Air Mobility Command.

16 MR. SASILA: Good morning. Kevin
17 Sasila, Air Mobility Command.

18 MR. DARWIN: Good morning. Kevin
19 Darwin, Department of Justice.

20 MR. BILLONE: Good morning. Tom
21 Billone, United Continental.

22 MR. HAAG: Good morning. Jeff

1 Haag, Southwest Airlines Air Tran.

2 MR. CLIFFORD: Denny Clifford,
3 Delta Airlines.

4 MR. HICKS: Howard Hicks, Defense
5 Travel Management Office.

6 Ms. CARLOCK: Andrea Carlock,
7 Defense Travel Management Office.

8 MR. HARALSON: Floyd Haralson,
9 Headquarters Air Force.

10 MSGT MARSHALL: Master Sergeant,
11 Headquarters Air Force.

12 MS. JAREMBACK: Everyone on the
13 phone, can you please state your names? And
14 also could you also please mute your
15 telephones everyone on the phone?

16 MS. CARRON: Karen Cannon, Alaska
17 Airlines.

18 MR. EDWARDS: Mark Edwards,
19 Headquarters Marine Corps.

20 MR. JONES: Willie Jones,
21 Headquarters Marine Corps.

22 MS. CAVOS: Donna Cavos, Frontier

1 Airlines.

2 MR. GOODMAN: Tony Goodman,
3 Virgin America.

4 MS. SAMP: Heather Samp, U.S.
5 Airways.

6 MS. NELLIS: Linda Nellis, Sun
7 Country Airlines.

8 MR. YOUNG: Stephen Young,
9 Hawaiian Airlines.

10 MS. VINUP: Maria Vinup, AMC.

11 MS. JAREMBACK: Could you repeat
12 yourself please?

13 MS. VINUP: this is Maria Vinup at
14 AMC.

15 MR. DELLINGER: Hi, this is Mark
16 Dellinger at State Department.

17 MS. TERESA HOLLOWELL: Teresa
18 Hollowell, NASA Headquarters.

19 MS. MCGUIRE: Teresa McGuire at
20 Department of Agriculture.

21 MR. DeROSA: Dan DeRosa, Treasury.

22 MS. SNYDER: Hi, Miko Snyder with

1 Alaska Airlines.

2 MR. MARTINEZ: Hello, Ray
3 Martinez, Small Business Administration.

4 MR. BURGLY: John Burgly, Social
5 Security Administration.

6 MS. JAREMBACK: Is that all on the
7 phone?

8 MS. BRYANT: Kimberly Bryant from
9 the National Science Foundation.

10 MS. MICHAEL: Susan Michael, U.S.
11 Airways.

12 MS. JAREMBACK: Okay.

13 MR. ROSEMEYER: John Rosemeyer
14 from the Department of Veterans Affairs.

15 MS. JAREMBACK: All right. Sounds
16 like that's it on the phone. If anyone else
17 joins, just let us know.

18 One other thing before we get
19 started on the meeting here, if you want to
20 make a comment, raise your hand. We'll pass
21 the microphone to you. Make sure you say your
22 name so that we can accurately record it.

1 This meeting is being recorded so state your
2 name, where you're from, and then everyone
3 make your comment.

4 All right. And with that, I'll
5 turn it over to Leah.

6 MS. BALLIS: Good morning. I'm
7 going to go over some general requirements of
8 the contract. And to first start off, we're
9 going to review the agenda for today.

10 To start off we're going to review
11 general requirements. Then move on to Section
12 B.36, Review of Activity Reporting. Then
13 discuss FY13 market selection and market
14 information, baggage disclaimer, City Pair
15 points of contact and general inquiries. Any
16 questions anyone has, and then turn it over to
17 the Program Management Office to discuss
18 program topics.

19 So first off for general
20 requirements, Attachment 1 Proposal Checklist,
21 there have been no changes to these documents
22 listed in Attachment 1. All documents listed

1 in Attachment 1 are to be completed, signed,
2 and also including the 1449 and mailed or
3 couriered to our office. And all paper
4 submissions must be received by 3:00 p.m.
5 March 22nd, Eastern time.

6 Also, please be sure to update or
7 renewal your central contractor registration,
8 known as CCR, and online representations and
9 certifications application, which is known as
10 ORCA. Just make sure they are renewed and up
11 to date and current.

12 Also subcontracting plans must be
13 submitted and there's two different types of
14 plans. There is the commercial plan, which
15 covers the offeror's fiscal year and must be
16 renewed within 30 working days prior to the
17 end of the offeror's fiscal year. And there's
18 also individual plans which covers the entire
19 contract period including any option periods.

20 And I have been in contact with
21 all the subcontracting plan point of contacts.

22 And once they are submitted and approved,

1 they will be done. And then start again for
2 next year.

3 And continuing with general
4 requirements, there the City Pair offeror
5 preparation system, known as COPS. And for
6 those who are unfamiliar with COPS, it is the
7 online system the City Pair uses to receive
8 technical and price proposals from the
9 carriers.

10 It requires a user name and
11 password, which will be created and issued to
12 all of you via email. And the email will be
13 sent the last week of February requesting the
14 names of all users requiring access to COPS.

15 And before the offeror update
16 occurs, there is a COPS test application. And
17 that will open -- that's to allow the
18 opportunity to practice in COPS and to become
19 familiar with the system before you actually
20 upload the offers. And that test application
21 will run Monday, February 27th. So that's
22 when it will open. And it will close on

1 Friday, March 2nd.

2 So then after the test application
3 period, there is a Group one offeror upload
4 time that occurs. And that allows carriers to
5 submit their technical -- technical and price
6 proposals for Group one and extended connect
7 markets and production. And this period will
8 open Monday, March 6th, and will close on
9 March 22nd.

10 So then after the Group one
11 offeror upload period, there is a COPS Group
12 two offeror upload period. And that allows
13 everyone to submit their technical and price
14 proposals for Group two markets. And that
15 will open for live production on Monday, March
16 26th and close on April 12th. So you have
17 about a two-week period for each section.

18 And also just to note, it is
19 important that everyone doesn't wait until the
20 last day to submit their proposals in COPS
21 because this will create a bottleneck in the
22 system and prevent other carriers from

1 accessing COPS. So it kind of chunks it up.
2 So I just recommend not waiting until the last
3 day to submit those.

4 And now I'm going to turn it over
5 to Jerry Ellis and he's going to discuss
6 activity reporting and market selection for
7 FY13.

8 MS. CAVOS: Excuse me, this is
9 Donna Cavos.

10 MS. BALLIS: Sure.

11 MS. CAVOS: Somebody still needs
12 to mute. It is very difficult to hear.

13 MS. BALLIS: Okay.

14 PHONE PARTICIPANT: And would it
15 be possible to have the microphone closer to
16 the speaker?

17 MR. ELLIS: Okay. We will do
18 that. How is this? Is this okay for the
19 people on the phone?

20 PHONE PARTICIPANT: That's much
21 better. Thank you.

22 MR. ELLIS: Okay. Good morning,

1 ladies and gentlemen.

2 First of all, I'd like to talk
3 about the activities reporting for the
4 carriers that bid a dual fare, a YCA and a
5 capacity-controlled contract fare. The
6 reporting has not changed.

7 We also want to remind you that if
8 you only bid a single level or a single level
9 in a market, do not include any markets in
10 which you only bid a single YCA level because
11 obvious, that market will have 100 percent YCA
12 usage. And it will throw off our data. So
13 only include those markets in your report
14 where you bid a dual level and have dual level
15 responses. It is due 60 days after the close
16 of the month.

17 Just an update for FY11, we
18 tracked 59 percent capacity-controlled usage
19 for domestic markets, which is up three
20 percent year over year from FY10. And we
21 tracked 52 percent usage on the international
22 markets, which is up one percent.

1 So as you can see, our customers
2 are getting much more comfortable using the
3 capacity-controlled fare. It helps the
4 airlines control your capacity. So again, we
5 feel this is a win-win situation.

6 Okay, let's talk about how we came
7 up with the FY13 markets. We did it as we
8 normally do with one new wrinkle. We get --
9 obviously accept markets from our customers
10 where they feel there is a need that maybe
11 that market was not solicited the previous
12 year and you'd like to see it solicited. We
13 accept that from the various agencies.

14 We get historical data from
15 SmartPay and ARC. This is our normal way.
16 This year we have a new wrinkle in that we
17 filtered it through the new MIS system, which
18 has given us, we feel, much truer O&D
19 information and much better passenger count
20 for you airlines.

21 So with the truer O&D, we found
22 more precise market counts, we found more

1 domestic markets in and out of especially DoD
2 gateway airports, the smaller airports like
3 Albuquerque, Colorado Springs, Columbus,
4 Georgia, Grey Field, Fort Hood, Texas, Lawton,
5 Oklahoma, Jacksonville, North Carolina,
6 Newport News, and Yuma.

7 We also had better defined
8 international markets going into central and
9 eastern Africa, eastern Europe, Guam, and the
10 Middle East. That's the good news.

11 The bad news is for the people
12 that had to look at these markets, normally
13 with the ARC and SmartPay data we start with
14 someplace between 30 and 35,000 markets. This
15 year we started with 66,440 markets. So it
16 was kind of interesting paring this down to a
17 workable level both for GSA and for the
18 airline industry.

19 So here's a breakdown. We finally
20 ended up -- and normally we do try to keep it
21 between 6,000 and 7,000 markets. We ended up
22 with the total markets as 7,005, 5,561

1 domestic, and 1,444 international. Here is a
2 breakdown.

3 And the next slide will show you a
4 year-over-year comparison with the FY12
5 markets. We ended up soliciting 273 more
6 markets.

7 The extended connection markets,
8 because of the smaller airports and the truer
9 O&D information, we ended up with a lot more
10 markets where we had to have an extended
11 connection to be able to have at least one
12 carrier qualify in that market. So we ended
13 up with twice as many domestic connection
14 markets. And, again, normally this is because
15 of the Alaska and Hawaii markets going into
16 interior continental United States and the
17 east coast.

18 We did end up with fewer overall
19 Group one markets. And quite a few more Group
20 two markets, again because of the smaller
21 airports. We're not getting the jam up at the
22 big hub airports. We're getting truer O&D

1 that we feel it's going to be an interesting
2 year to see how this plays out in the contract
3 -- in the total contract.

4 So, again, total domestic markets,
5 we have 853 more than we did. The
6 international markets actually went down year
7 over year. And interestingly enough, because
8 we're getting truer O&D information, we're
9 also getting truer passenger count.

10 The passenger count year over year
11 is down a little over three million
12 passengers. So this kind of resets your
13 expectations.

14 We've had certain carriers saying
15 hey, we're not getting all the passengers we
16 expected in an awarded market. Well, I think
17 it is because when you had a connection market
18 with the ARC date, let's say they were going
19 from Albuquerque to Huntsville, Alabama.

20 If there was no contract in that
21 market and they would break the fare over say
22 Dallas-Fort Worth, you'd get a passenger count

1 from Albuquerque to Dallas and a passenger
2 count from Dallas to Huntsville. So you would
3 be getting a double passenger count. And this
4 truer O&D I think has cut that out. And
5 that's why I feel we're getting truer
6 passenger counts and O&D information.

7 MR. CLIFFORD: Denny Clifford with
8 Delta. Are you saying that the ten million
9 from prior years, that has been an overstated
10 number? I'm concerned about a 30 percent drop
11 in passenger counts and what the reasons for
12 that are.

13 MR. ELLIS: Jerry, you want to
14 explain that? Mr. Bristow will explain that.

15 MR. BRISTOW: What happened on
16 this, we filtered through the ARC with MIS.
17 We were able to get the raw data --

18 PHONE PARTICIPANT: I'm sorry. We
19 can't hear you at all.

20 MR. ELLIS: Jerry, you need to
21 come up here.

22 MR. BRISTOW: Okay.

1 MR. ELLIS: And speak loudly.

2 MR. BRISTOW: Yeah, what we did on
3 that was to filter through the ARC data and
4 then any area that there was a connecting
5 point of less than four hours, we showed that
6 as a through fare through to the final
7 destination. Say, for instance, Columbus,
8 Georgia to LA. Before we would have Columbus,
9 Georgia/Atlanta with the fare broken, and then
10 Atlanta/LA because of the combination of two
11 contract carrier fares that was applicable on
12 how you priced it. And that's usually the way
13 you saw it.

14 The filter that we put in there
15 was anything that was less than four hours, we
16 looked at it and said this is now Columbus/LA.

17 So we're seeing a truer origin/destination.
18 And that's what reduced the passenger counts.

19 You were counting one before that said
20 Columbus/Atlanta. And then you were counting
21 one that said Atlanta/LA. And that's really
22 not the factor.

1 MR. CLIFFORD: So the prior
2 numbers had been overstated?

3 MR. BRISTOW: The prior numbers --
4 the prior numbers were overstated in total but
5 they weren't overstated in your market. That
6 market actually had those passengers on those
7 flights for that market. Atlanta/LA actually
8 had those passengers on it. Columbus/Atlanta
9 actually had those passengers on it. And
10 that's what you were bidding on on the
11 individual markets.

12 MR. CLIFFORD: I don't what to get
13 ahead of you, Jerry, but --

14 MR. BRISTOW: Go ahead.

15 MR. CLIFFORD: -- but the past
16 contracts have been roughly 2.9 billion, three
17 billion dollars total in the revenue.

18 MR. BRISTOW: Correct. This won't
19 change that.

20 MR. CLIFFORD: Okay. So it's
21 still really about a three billion dollar
22 total package on the contract?

1 MR. BRISTOW: Correct. Because
2 where there was not a contract City Pair fare
3 before from Columbus to LA, you were able to
4 combine them. Maybe though now we're going to
5 get a through fare from Columbus to LA if, in
6 fact, the carriers do bid on it that way.

7 MR. CLIFFORD: All right now if it
8 is still about the same, it's static with
9 respect to three billion roughly, where does
10 the reduction in government travel spending
11 and the --

12 MR. ELLIS: We're going to clear
13 this up.

14 MR. CLIFFORD: Okay.

15 MR. BRISTOW: Yeah, we'll talk
16 through that as well.

17 MR. CLIFFORD: Okay.

18 MR. BRISTOW: Okay?

19 MR. CLIFFORD: Thanks.

20 MR. BRISTOW: Thank you.

21 MR. ELLIS: Okay. For those on
22 the phone that might not have heard Mr.

1 Clifford's question, he asked about the value
2 of the contract is usually about three billion
3 dollars. And he asked with this differential
4 in passenger count, if this would change.

5 Jerry Bristow explained that it
6 would not. It should remain about the same.

7 Denny segued right to my next
8 subject. Everybody has heard, seen about the
9 proposed 20 percent total government reduction
10 in spend that has been working its way through
11 the people across the Potomac at this time.
12 How much of that will be reflected in
13 government travel, we are unsure. However,
14 probably travel will be effected. We just
15 don't know how much.

16 And rather than throw out an
17 arbitrary percent reduction that we feel both
18 in number and in value, we are just going to
19 take a wait and see and see how it plays out
20 as far as the reduction in government
21 spending.

22 Jerry, will you --

1 MR. CLIFFORD: Are we being
2 recorded here?

3 MR. ELLIS: Yes.

4 MR. CLIFFORD: Is that why we're
5 doing this?

6 MR. ELLIS: Yes.

7 MR. CLIFFORD: Okay. Denny
8 Clifford, Delta Airlines. So the GSA, you're
9 telling us that for your budget purposes for
10 FY13, you've been given no direction or asked
11 for any kind of cuts in your budget? I mean
12 even broad brush cuts. I'm not talking about
13 just travel.

14 Has no one from Congress or
15 somebody said everybody will cut ten percent
16 or 30 percent? Because on the street, what
17 I've heard is that there has been direction to
18 every Agency in the government that they will
19 cut X percent out. Can you address what
20 conversation has been taking place between
21 those powers and yourselves?

22 MR. BRISTOW: Yeah, the Reduction

1 Act is looking for 20 percent reduction in
2 specific areas. But it didn't just include
3 travel. It included office supplies, paper,
4 fleet management, of 20 percent total across
5 the board. But it is not 20 percent across
6 the board on travel.

7 Travel may have been six percent
8 on one Agency side as they reduce their fleet
9 down to accommodate the reduction in their
10 fleets. That's not being done until the end
11 of February. So we don't know where they are
12 going to be or what the impact is on the
13 travel.

14 And it is on the spend. It's not
15 on the amount of travel. It's on the spend.
16 It is not reduce your travel by 20 percent.
17 Twenty percent can't travel. It is reduce
18 your spend by 20 percent.

19 So as our travelers look at this,
20 is we're able to book earlier and maybe get a
21 _CA fare, that helps reduce the travel without
22 reducing the amount of travel that is being

1 done.

2 MR. CLIFFORD: Okay. So if you've
3 got the travel spend -- there will be some
4 kind of a reduction in travel, right, dollar-
5 wise?

6 MR. BRISTOW: Dollar-wise.

7 MR. CLIFFORD: Dollar-wise.

8 MR. BRISTOW: Passenger-wise,
9 that's --

10 MR. CLIFFORD: I understand.

11 MR. BRISTOW: -- the reason we
12 didn't reduce the passenger counts.

13 MR. CLIFFORD: But if there is
14 going to be a dollar reduction in some
15 fashion, how can you still stick with a three
16 billion dollar number on the total value of
17 the contract? That's a contradiction.

18 MR. BRISTOW: Well, and part of
19 that is the bidding on the carriers as well.
20 If you're going to bid on that one market,
21 you're going to offer a YCA. And then you're
22 going to offer a _CA. That composite fare

1 then tells us the value of that market,
2 correct?

3 MR. CLIFFORD: It does.

4 MR. BRISTOW: Okay.

5 MR. CLIFFORD: But you're limited
6 by your own budget. Let's just say for the
7 sake of the argument, you have to reduce ten
8 percent, okay? And let's say it is in the
9 travel side.

10 You're now dealing with a ten
11 percent less than three billion dollars.
12 You're looking to have a 2.5, 2.7 billion
13 dollar contract, right?

14 MR. BRISTOW: And you have other
15 exceptions in there as well. If the contract
16 fare is too high and you can get a lower
17 commercial fare that is available on that
18 carrier, you can take a lower commercial fare
19 and accept the restrictions that apply that as
20 well.

21 It doesn't mean that the travel
22 trip got cancelled but the spend actually went

1 down.

2 MR. CLIFFORD: Okay. Thanks.

3 MR. ELLIS: Thank you, gentlemen.

4 Good discussion.

5 So we've talked about the
6 reduction. Let's talk about baggage, which
7 has become -- first and foremost we've seen
8 YouTube, you know, events, we've seen Twitter
9 events, and things like that. We do have this
10 disclaimer on our website regarding baggage
11 for code-share partners -- for international
12 code-share partners in that people that are
13 originating overseas that our code-share
14 partner now will just use Lufthansa and
15 United.

16 If you originate on an Lufthansa-
17 operated flight, their baggage rules apply.
18 United Airlines cannot dictate to Lufthansa
19 what bags they're going to accept, what
20 weight, and how many. So that's why we put
21 this.

22 We also I think need to discuss

1 with DoD about these problems. In talking
2 with our airline partners, I think we need for
3 DoD, Air Mobility Command, DTMO to really have
4 a good training and maybe even some directives
5 to go out that, you know if a person has -- is
6 charged for baggage, and rightfully so in
7 certain cases because it is overweight or they
8 have more than four pieces, that putting this
9 out on YouTube and Twitter and stuff like that
10 does not reflect well on the entire airline
11 industry and the relationship between DoD and
12 the airline industry.

13 So especially when these people
14 are leaving out on Patriot Express flights out
15 of the Middle East and coming into a gateway
16 airport like Baltimore and they might
17 oversized and overweight bags, even though
18 their orders say they are allowed four bags,
19 they need to be recognized that those four
20 bags are what the government will reimburse
21 them for.

22 It doesn't mean that the airlines

1 are directed to accept four bags gratis,
2 although I will say this for the airline
3 industry, that they are making great
4 sacrifices to our military people by accepting
5 three, four, even five bags gratis and they
6 also allow 70-pound max as opposed to 50 pound
7 that they do for commercial and other
8 government people.

9 So the airlines are doing a job
10 for our active duty military people. And
11 unfortunately what we see in the press and on
12 YouTube, it looks like they are being
13 hardhearted to our military people, which is
14 not the case.

15 MR. BILLONE: This is Tom Billone,
16 United Airlines.

17 One issue that comes up,
18 particularly in Baltimore, are people coming
19 in with bags over 99 pounds. They will not be
20 accepted, okay? That's cargo. And we've had
21 people come in with stuff that's 200 pounds
22 and try to check it in. That's not happening.

1 You know we make our best effort
2 to accommodate the military personnel. But
3 when the rules say 99 pounds -- and that's a
4 union rule, that's a safety rule. We can't
5 break those rules.

6 So please just let everybody know
7 anything over 99 pounds has to go cargo.
8 Thank you.

9 MR. HARALSON: Floyd Haralson,
10 USAF.

11 MR. ELLIS: Paul, please get the
12 microphone.

13 MR. HARALSON: Floyd.

14 MR. ELLIS: Oh, Floyd, I'm sorry.

15 MR. HARALSON: I just wanted him
16 to tell us what are they doing when they show
17 up with those. This is Floyd Haralson from
18 the Headquarters, U.S. Air Force.

19 We'd like to know what is American
20 doing when those individuals show up with more
21 than 99 pounds.

22 MR. BILLONE: Okay. We're going

1 to have to ask American that. Our people try
2 to be accommodating. And sometimes if it is a
3 little over 99 pounds they're going to let it
4 go but they shouldn't because they could get
5 in trouble.

6 Unfortunately it is a delicate
7 situation when you have a member coming back
8 from the Middle East and you're telling them
9 they can't ship what they're trying -- you
10 can't do it. We're turning them away.
11 They're going to have to contact the command
12 to figure out how to ship it, whatever you're
13 going to do.

14 We were hoping -- earlier this
15 year we had the meeting -- actually late last
16 year -- where the information would get out to
17 the members that are coming back on Patriot
18 Express that the limit is 99 pounds. And that
19 there shouldn't be any instances over this.

20 So we're trying to reduce it.
21 Again, our people sometimes -- and this is
22 what causes problems on our end because it is

1 inconsistent. One of the agents will feel bad
2 for the person and make accommodations. But
3 in reality, 99 pounds, that's it. So, you
4 know, I don't know what else to say.

5 PHONE PARTICIPANT: (Speaking from
6 an unmiked location.)

7 MR. ELLIS: Whenever -- people on
8 the phone can't hear you so please make an
9 effort to come up here. Anymore questions or
10 comments?

11 Did you hear what Mr. Billone said
12 regarding the excess weight over 99 pounds and
13 having to go cargo?

14 PHONE PARTICIPANT: Not at all.
15 No.

16 MR. ELLIS: Okay. Basically --
17 okay basically what he was saying that when
18 they come into Baltimore and they have a
19 container that is 99 pounds or more, by rules,
20 that bag has to go as cargo rather than
21 baggage.

22 Now sometimes they do try to

1 accommodate them but, you know, through union
2 rules and stuff like that, they normally
3 cannot. And so they're asking again an effort
4 to get the word out that anything over 99
5 pounds is going to go as cargo rather than
6 baggage.

7 PHONE PARTICIPANT: Thank you.

8 MR. ELLIS: You're welcome.

9 Okay. So here are your points of
10 contact for the contract administration.

11 Kristen is the contracting
12 officer, with her telephone number and email
13 address.

14 Leah Ballis is the contract
15 specialist.

16 I am the business management
17 specialist.

18 Our boss is Keith Smiley.

19 And then you have Jerry Bristow as
20 our program manager.

21 We can leave that up for a while.

22 But yes?

1 MR. CLIFFORD: Jerry, Denny
2 Clifford, Delta.

3 Can you put this online? Or will
4 you be sending this out to us just so we don't
5 have to copy all this down?

6 MR. ELLIS: No, you have to copy -
7 - no, of course we'll put it out.

8 MR. CLIFFORD: Thank you.

9 MR. ELLIS: Yes, we will put it
10 out online so you don't have to make such deep
11 notes.

12 I guess we'll turn it over to the
13 program office now.

14 -- City Pair contract. I'm sorry
15 we've got one more question here. Just a
16 moment.

17 MR. HARALSON: Again, this is
18 Floyd Haralson, Headquarters Air Force.

19 I'm curious as to -- if the
20 airlines have the same 99 pound limitation.
21 And if they're experiencing any of the
22 returning deployers coming back who are

1 exceeding that limitation.

2 MR. BRISTOW: Yeah, and that's one
3 of the issues that we do have, that each of
4 the carriers in the graciousness of providing
5 the amount of baggage that are not charitable,
6 let's put it that way. But each one of them
7 also has a limitation or different limitations
8 of the weight that they'll accept. And also
9 some of them have the size.

10 So we've made an effort on our
11 City Pair site -- we have a fact sheet that
12 has the baggage requirements for each of the
13 carriers and that is updated every year as we
14 look at this issue. And we want to make sure
15 that that carriers also understand the issue -
16 - I mean part of this is a safety issue, the
17 gross weight of the aircraft and those types
18 of things where you have a regional jet in a
19 specific area, how many bags are you really
20 going to send and how many could you really
21 accept, okay?

22 George, I believe you had a

1 question?

2 MR. COYLE: George Coyle, American
3 Airlines.

4 Actually, I think you've already
5 recapped it. It is 99 pounds for American as
6 well because of the labor agreements that we
7 have in place.

8 One other thing it may be
9 advantageous to list on the site as it relates
10 to code-share partners, there are foreign
11 flight carriers that are also offering
12 complimentary baggage to the U.S. military.

13 MR. BRISTOW: Right. And those
14 code-share partners, again, that's because
15 you're having that discussion with them?

16 MR. COYLE: Yes.

17 MR. BRISTOW: But not everybody
18 does offer the baggage fee reduction on a
19 code-share basis.

20 MR. CLIFFORD: Denny Clifford with
21 Delta.

22 Here is a good example for you,

1 Floyd. About two months ago, we had a guy --
2 it was a group coming in from Afghanistan. A
3 lieutenant was heading up the team and he
4 brought in 150 pounds in one bag of ammunition
5 and weapons and other kinds of things.

6 And our agent correctly approached
7 him and said you have to split this out, you
8 know. Make it 75, two bags, whatever.

9 He put up such a fuss, he
10 eventually went to the media in El Paso and we
11 were all over the papers in El Paso.
12 Fortunately, it didn't go like a YouTube viral
13 like that other case we talked about.

14 So that kind of stuff has to stop.

15 These people have to abide by the policies.
16 And the airlines take the hits for this stuff,
17 in the media and everything else. And we
18 should be.

19 And GSA has been very good, to
20 your credit, about helping us out and, you
21 know, nipping that off at the bud over in
22 Kuwait or wherever it is. That's a perfect

1 example of what happens.

2 We have to abide by that. There
3 are safety issues and what not. But they will
4 have to split their bags. And that's exactly,
5 you know -- it's not that they can't fly or
6 whatever. But this guy had to stay back. He
7 couldn't go with his troops to their
8 destination. I think it was probably Fort
9 Bliss.

10 And, you know, he went crazy over
11 it. And he put up a fuss at the counter. And
12 then it got in the papers. So, you know, it's
13 our policy. We're just enforcing it.

14 And I might add, you know, Delta
15 has harmonized with our code-share partners.
16 And I saw your blurb up there about code-share
17 partners may not, you know, be -- but we've
18 harmonized all of our bag policies with Air
19 France/KLM. So there shouldn't be any
20 differences on that stuff.

21 But we still want to stick with
22 the four free bags. We think we're already

1 being very liberal with that. And not have,
2 you know, carte blanche, you know, 20 bags
3 coming in without fees. We have to stop it
4 somewhere.

5 So I would just encourage
6 everybody to think about, you know, a
7 limitation on the bag for free kind of a deal
8 but I think four is probably legitimate and 70
9 pounds.

10 MR. MURA: Steve Mura from Air
11 Mobility Command.

12 We've worked with the Army over in
13 Kuwait and the AOR in Southwest Asia and
14 Headquarters Air Force, of course, to
15 reiterate that no baggage will be accepted
16 over 99 pounds. If those -- we do that -- we
17 have been for a few months. But you get those
18 few travelers that think they can get through
19 or, you know, trying to get the airlines to do
20 the patriotic thing by letting them go
21 through.

22 We tell you -- we tell the

1 airlines if you have travelers that are coming
2 back through and going -- getting off in
3 Baltimore and you're not going to let them go
4 past carrying bags that are over 99 pounds, we
5 tell you send them to Air Mobility Command
6 counter. There is Air Mobility Command
7 presence there in Baltimore and Seattle. Most
8 of this is happening in Baltimore.

9 Send them over there. There's
10 going to be possibly some other service
11 representation that will assist those
12 travelers. So we do tell you turn them away.

13 And we have reiterated to different units in
14 Southwest Asia with the Army also to stop
15 packing these guys with personal belongings
16 that are over.

17 And the four bags we feel is more
18 than adequate as far as DoD is concerned.

19 MR. CLIFFORD: You just touched on
20 a point. I'll raise it now.

21 This week I just saw an article or
22 an email or something that suggested that the

1 Dallas Patriotic Express destination point is
2 going to be eliminated. And it is only
3 Atlanta now. Is that correct? And what is
4 going to happen with Baltimore? Does anybody
5 have any information on that?

6 Just the R&R? Not official travel
7 -- not some of these -- the folks coming out
8 the theater, they're still coming across into
9 Dallas? What I read is that the reduction in
10 force because everybody is coming out of Iran
11 -- Iraq, they no longer need Dallas so the
12 Patriot Express will only come into Atlanta,
13 which is a concern to us. Not a concern but -
14 - oh, really? Well, maybe we can take this
15 sidebar and I'll send you the email. Army
16 contract? Okay. Thanks.

17 MS. CARLOCK: This has to do with
18 the budget and the funding --

19 PHONE PARTICIPANT: We can't hear
20 on the phone at all.

21 MS. CARLOCK: Andrea Carlock,
22 Defense Travel Management office.

1 We at the DTMO get this question
2 all the time in regards to the funding and the
3 cuts of travel within the Department of
4 Defense in general. And one comment I think
5 that's important is we are going to have cuts.

6 However, each individual organization/Agency
7 gets their pot of money. And where they make
8 those cuts is determined by each individual
9 organization.

10 So for Jerry or GSA to be able to
11 say there's going to be X number of travelers
12 that are not going to travel, I don't believe
13 they're going to be able to do that. For
14 example, in the Defense Travel Management
15 Office, we are taking a cut.

16 And what our director has
17 indicated is that each division chief needs to
18 provide her a list of trips and then she is
19 going to be the one that approves those trips.
20 And I believe that will be the way that it
21 will be done throughout the department.
22 You'll get your pot of money and then you are

1 to manage that money how you see fit for your
2 organization.

3 So I'm not sure you're going to be
4 able to get that specific number of how much
5 be cut in travel.

6 PARTICIPANT: (Speaking from an
7 unmiked location.)

8 MS. CARLOCK: I think it depends.

9 For example, these three gentlemen, they flew
10 here for this meeting. My organization might
11 say no, you're not going to fly here. You're
12 going to do a conference call. It is going to
13 be individual how that organization determines
14 that they need to spend that money.

15 I don't think you're going to be
16 able to say that it is going to be ten
17 percent. It's going to be driven by mission.

18 Whatever is determined to be mission
19 essential, we will continue to do that. But
20 we may make a cut someplace else. We might
21 not buy as much paper.

22 Our organization, we actually had

1 to do an efficiency drill. We actually had to
2 indicate what programs do we believe we could
3 do without. And that's something that we had
4 to submit.

5 But I believe it is going to be
6 driven by each individual organization.

7 MR. CLIFFORD: Andrea, is that
8 effective this October? Or is there something
9 going on between now and October that you also
10 have to cut back on your budget?

11 MS. CARLOCK: It's effective this
12 October. But it's through a period of time
13 and I'm not specific about the period of time
14 that is through. But we had to submit that
15 right now.

16 MR. CLIFFORD: But FY12, it
17 doesn't impact it as much as it will be later
18 would you say?

19 MS. CARLOCK: Yes, it does impact
20 FY12.

21 MR. CLIFFORD: Right now?

22 MS. CARLOCK: Right now. We are

1 cutting back right now.

2 MR. CLIFFORD: In your travel
3 spend, have you cut back on your travel spend
4 right now?

5 MS. CARLOCK: We've reduced the
6 number of TDY trips that we're taking, yes.
7 We have reduced the number of TDY trips. But
8 again, that's based on the direction of our
9 director.

10 MR. CLIFFORD: Okay.

11 MS. CARLOCK: Based on the pot of
12 money that's she has received and her speaking
13 to each division person, indicating, you know,
14 that's how they're going to manage their
15 spend.

16 I don't know if TRANSCOM or AMC is
17 doing something similar to that.

18 MR. CLIFFORD: Do you think this
19 travel ban is going to go down in the six
20 months or from here on out?

21 MR. MURA: I would say yes.

22 MR. BILLONE: Who are we saving?

1 I mean we got more awards for FY12 than we did
2 FY11. And our November plume is down about
3 eight percent.

4 So it's more than an eight percent
5 reduction. So far we're seeing probably close
6 to 20, 25 percent.

7 MR. ELLIS: Tom, are you comparing
8 November to November? Or November and adding
9 that up and multiplying it by 12 for 12
10 months?

11 MR. BILLONE: No, November to
12 November.

13 MR. ELLIS: Okay.

14 MR. BILLONE: So we are comparing
15 the exact same months, looking at the number
16 of passengers and the revenue. And we're
17 showing at least an eight percent reduction in
18 last year's.

19 MR: BILLONE: So we've doubled
20 pretty much the amount of the awards we got
21 this year. So there's more than an eight
22 percent reduction if you extrapolate it out.

1 Now November and December are kind
2 of weird around here because nobody did any
3 traveling because of all that was going on.
4 But still that's a big reduction that we're
5 seeing.

6 MS. JAREMBACK: Is that revenue or
7 travelers?

8 MR. BILLONE: Both. Now when we
9 talk revenue, you've got ticketed and flown,
10 okay. So we're talking flown, actual flown
11 revenue.

12 MR. BRISTOW: Okay. Any other
13 comments before we close off the recording of
14 the pre-solicitation conference?

15 MR. BELMADANI: Hi, this is Driss
16 from Jet Blue Airways. I have a question that
17 maybe will be addressed in the second part of
18 the call. It's about time band distribution
19 for eastbound transcon flights. I mentioned
20 this last meeting so I don't know if I should
21 talk about it right now or later on. I'm not
22 sure which?

1 MR. BRISTOW: Let's talk about it
2 right now.

3 MR. BELMADANI: Okay. So Jet Blue
4 has asked the GSA program -- was it -- few
5 months ago to reconsider the time and
6 distributions for eastbound transcon flights.

7 So currently the GSA value is one flight
8 going eastbound from 7:00 p.m. to 10:59 p.m.
9 when it goes eastbound across three time zones
10 within the continental United States.

11 Jet Blue made a comment stating
12 that currently in the marketplace, there are
13 no transcon flights departing between 7:00
14 p.m. and 9:00 p.m. across the board. And
15 there's a lot of flights departing after 11:00
16 p.m., between 11:00 p.m. and 1:00 a.m. on
17 average.

18 So we would just say that these
19 time bands, the standard time bands don't
20 really apply for eastbound transcon. Clearly
21 the government values having one redeye flight
22 because they want to have one flight between

1 7:00 and 11:00. We would request a time band
2 change to make it eligible between 9:00 p.m.
3 and 1:00 a.m. ideally because the GSA -- I
4 mean we'd get more flights, more options. And
5 then on the other hand, you also get what I
6 would call the later redeye.

7 Currently if you travel before
8 11:00 p.m., let's say from LAX to JFK or to
9 Dulles, you will get really early morning to
10 the east coast. I'm sure many travelers would
11 like to have the option to leave later and get
12 up 9:00 a.m. as opposed to 5:00 a.m.

13 MR. ELLIS: I was just going to
14 say, Driss, we already do that for Alaska and
15 Hawaii markets westbound to eastbound. So I'm
16 not sure --

17 MS. JAREMBACK: Are there
18 particular markets that you're concerned with
19 right now? Or particular area? Because as
20 Jerry says, we do -- I'm just looking right
21 now at it -- we do have points for the
22 westbound or eastbound from the west so --

1 MR. BELMADANI: Yes, so you just
2 mentioned for Alaska and Hawaii international
3 flights, you just allow departure from pretty
4 much any time if I'm not mistaken. I'm not
5 concerned about these areas but more really
6 about the U.S. domestic eastbound crossing
7 three time zones. And I do think just the
8 7:00 p.m. to 10:59 does not represent the
9 marketplace at all.

10 If you just go to like any
11 schedule today, whether it is going to be from
12 Seattle, LAX, San Francisco, Phoenix, or even
13 Las Vegas, you will not see any eastbound
14 departure between 7:00 and 9:00, which is half
15 of your time band. And then it leaves the
16 other half, which if from 9:01 to 10:59 p.m.
17 So you'll see flights -- transcon flights
18 starting from 9:00, 9:30, then you'll see a
19 lot of them as well -- so basically flights
20 are going to start from all the way from 9:00
21 p.m. to 1:00 a.m.

22 And I'm saying why would the

1 government not value a schedule that would
2 provide also a later redeye. So an 11:30 p.m.
3 departure from the west coast that arrives
4 later in the morning.

5 And Jet Blue requested the
6 government to take a look at it. And I
7 believe we received positive feedback from
8 both the other airlines as well as the
9 government. And we were somewhat expecting to
10 see a change specifically for FY13. We didn't
11 see the change and quite frankly a little bit
12 disappointed about it.

13 MS. JAREMBACK: Okay. The change
14 has not been made. You know for our
15 travelers, from what we understand, our
16 travelers don't want to take a later redeye
17 than what's currently being offered.

18 For us to be able to evaluate it
19 accordingly to what's in the solicitation
20 right now, we do value, like you said, the
21 7:00 to 11:00 time band. There are -- and I
22 haven't looked at -- Jerry might be able to

1 talk more about what's in the marketplace
2 right now as far as scheduling from west to
3 east, but as it is right now, we feel that the
4 only way to evaluate the offers that come in
5 for those flights in that time band that our
6 travelers will value, that's what we're doing
7 now and what we're currently going to continue
8 to do.

9 I'm not sure that putting a value
10 on a very late redeye right now is where the
11 direction our travelers want to go in. I
12 haven't heard anything from our customers that
13 that would be something that they would be
14 willing to accept. So I could open it up to
15 them if that is something that your folks in
16 your agencies wouldn't mind to see.

17 And then we could continue that
18 discussion later. But as I know right now,
19 having a later flight that 11:00 or later,
20 west to east, isn't, you know, something that
21 our travelers want.

22 Jerry, do you have anything?

1 MR. BRISTOW: Well, just to
2 reiterate, there are quite a few flights that
3 originate on the west coast that leave at
4 midnight, one o'clock that arrive on the east
5 coast at six o'clock in the morning, based on
6 the time zones. So, again, I think it is
7 something we should look at, we should talk to
8 our customers. It just gives our customers
9 another option if we want to count that fifth
10 time band when they travel over three time
11 bands or three time zones I should say.

12 MS. JAREMBACK: They have the
13 option -- you know they have the option to
14 take that flight if they choose to. You're
15 just asking that we evaluate it different.
16 And what I'm saying is right now we're not
17 including it in an evaluation for a flight
18 after 11:00. It's not going to count toward
19 your points in the overall evaluation. That's
20 what I see you're asking.

21 So for what I'm saying is I
22 haven't heard from our customers saying that

1 they would accept that as part of our
2 evaluation criteria to say yes, a later redeye
3 flight is acceptable. From what I'm hearing,
4 you know, we're not hearing that that is going
5 to be acceptable.

6 So I understand what you're
7 saying. So I'd like to open it up to our
8 customers to see what their folks are saying
9 before we can, you know, make a --

10 MR. BELMADANI: Well how is Alaska
11 and Hawaii that different? The flight times
12 are pretty similar. We're talking about five
13 to six hour flights. The schedules are
14 somewhat similar. And then again, we, Jet
15 Blue, sees from its bookings that the
16 travelers like those later redeye.

17 And, again, when I said the
18 marketplace, if I take like JFK and LAX, which
19 is the busiest transcon markets currently --
20 not from a government perspective, from a
21 general -- this is the market we see the most
22 flights -- you will see probably the first

1 departure again at nine.

2 So there's nothing from seven to
3 nine. So you're saying you're evaluating the
4 7:00 to 11:00. And I apologize for repeating
5 myself but you are really evaluating your 9:00
6 to 11:00 p.m. schedule in practice, not a 7:00
7 to 11:00. Nothing leaves from 7:00 to 9:00.

8 MR. BRISTOW: So is your request
9 to just extend that out until 1:00?

10 MR. BELMADANI: Yes.

11 MR. BRISTOW: Okay.

12 MR. ELLIS: Do we have any input
13 from customers, either on the floor or on the
14 telephone? Anybody on the phone have a
15 comment?

16 (No response.)

17 MR. ELLIS: Okay. We will look at
18 it, Driss.

19 MS. SHANAHAN: Gisela Shanahan,
20 Colorado Springs, I do want to add a comment
21 on -- from the perspective and the reason why
22 we are here and I hear our customers being

1 mentioned, one of the issues we find being a
2 huge military presence, we have Fort Carson,
3 NorthCOM, NORAD, Peterson, Schriever, Academy,
4 you name it.

5 And what we're finding from our
6 customers at the Command level -- we meet with
7 the Command staff directly all the time -- is
8 that on the DoD side anyway -- that's all I'm
9 speaking here, I know there's other agencies
10 involved, is that they can't information flow
11 up through their agencies to make sure that
12 the GSA is getting the information about what
13 they want.

14 So what we're here to do is to
15 facilitate that flow because we work with the
16 airlines. They can only respond to what you
17 allow them to respond to.

18 So we ran into a brick wall. And
19 finally decided we need to come here and
20 address this. And that is customer need is
21 not flowing up through this process. And we're
22 hearing the same thing whether it is timing of

1 certain flights, whether it's City Pairs that
2 are being offered on the bid, because what
3 happens is the customers will go book whatever
4 is available.

5 And when you're looking at only
6 the historical use of what is out there,
7 you're just seeing what they were forced to
8 fly because that's what is there. You're not
9 seeing what they want to fly.

10 So keep that in mind because we
11 find that to be a huge problem. And with the
12 presence that we have, we are just getting,
13 you know, beat up by our local military
14 telling us, you know, we need this. And we
15 can't get it. And then we have Command staff
16 telling us that they are limited in what they
17 can provide up the chain.

18 So a whole other thing that we're
19 working but I did want to add to that that
20 they can only book what is out there. So I
21 think you have to really be careful about
22 relying only on historical data as determining

1 that's what the customers want. That might
2 not be the whole story. I understand that
3 we're just getting one side of it. But I did
4 want to take this opportunity because it
5 really relates to what you just said is that
6 is a huge problem that we're trying to address
7 and make sure our customers' needs are being
8 met, so --

9 PHONE PARTICIPANT: I'm sorry, who
10 made that comment?

11 MS. SHANAHAN: Gisela Shanahan.
12 I'm from the Colorado Springs Airport.

13 PHONE PARTICIPANT: Thank you.

14 MR. TARLETSKY: And my name is
15 Bruce Tarletsky. I'm representing the Wichita
16 Midcontinent Airport. And I just want to
17 reinforce what Gisela said.

18 We've got -- and we're glad to be
19 here with the folks who are in the room -- we
20 have McConnell Air Force Base in Wichita and
21 also Fort Riley in Manhattan that we are
22 trying to work very closely with because the

1 military generates almost 15 percent of the
2 passenger traffic in the state of Kansas. And
3 we're fighting that same challenge, that we're
4 trying to get the same information to come
5 upwards so that we know that we can present to
6 the airlines the same thing.

7 MS. CARLOCK: Andrea Carlock,
8 Defense Travel Management Office. There is a
9 chain of command that is to be followed for
10 each of the military services if they do have
11 routes that they want to request.

12 We have heard nothing from
13 NorthCOM. We have heard nothing from Fort
14 Carson. We have heard nothing from Schriever.

15 We have heard nothing from Peterson. So if
16 they don't take the initiative to provide that
17 information to us, we have no idea that they
18 have a need or a concern.

19 We work jointly with AMC to put
20 out information, to request any routes that
21 they would like to be provided to GSA. We
22 then also collect that data as to the number

1 of passengers because there is a certain
2 number of passengers that have to be in that
3 particular route.

4 We have heard nothing. So if they
5 don't provide that to us, we can't solicit to
6 GSA.

7 However hearing what you're
8 saying, we have direct line of communication
9 with all of the transportation officers there
10 at all of the bases that you've mentioned. We
11 will reach out collectively with AMC to see
12 what their needs are. As well as McConnell,
13 we have Air Force sitting here right now.

14 But this is something that each of
15 these installations should know the process.
16 And the folks at the headquarters' level is
17 where they need to go to request that
18 information.

19 MS. JACKSON: Kelly Jackson,
20 Colorado Springs Airport.

21 Andrea, I appreciate that. What
22 we have found with our research with the

1 military installations around Colorado Springs
2 is that they are uneducated. They don't know
3 where to go with this information. So they
4 would really appreciate your reaching out to
5 them. And we're here as the conduit to help
6 with that, too.

7 So AMC, we would love to get to
8 meet with you and chat with you a little bit
9 about this so that we can help facilitate
10 that.

11 MS. CARLOCK: Okay. So what it
12 seems like what we need to do is to work with
13 each of the headquarters. Army has a
14 headquarters, Navy, the Marine Corps, each of
15 the headquarters, we need to coordinate with
16 the headquarters because it needs to go from
17 the top down.

18 Each of the headquarters needs to
19 make sure we, the DTMO, or AMC, we just
20 facilitate through the service headquarters.
21 So we need to do that so that the information
22 can be put down.

1 Also, you must remember that we
2 can request a route. But if the air carriers
3 don't bid on it, then we don't get that route.

4 So that's important for you to understand as
5 well.

6 MR. BILLONE: This is Tom Billone
7 from United.

8 I get a lot of calls from airport
9 authorities about routes they want to see.
10 Specifically I have received calls from
11 Colorado Springs on other issues. But still
12 Springfield is another one in Illinois where
13 they want to add like ten routes.

14 And calling the airline isn't
15 going to do any good. Okay? We only bid
16 what's on the solicitation, all right? So if
17 you come to me and say well, gee, why didn't
18 you bid this or can we get a fare in
19 Springfield to wherever, if it is not Chicago
20 or National Airport, I think we're the only
21 two on the bid, we're not going to give you a
22 fare. I mean it's not part of the bid

1 process. It has to be part of the bid
2 process.

3 So calling the airlines, you may
4 get sympathy. But if it is not on the bid --
5 and then if it has to do with pricing, we'll
6 take your concerns back to our revenue people
7 but they're going to bid what they think they
8 need bid for that market. And they take into
9 account competitive issues, et cetera. So --
10 okay?

11 MR. BRISTOW: Yes, and once again
12 you're also working with competing airports in
13 your areas. You've got Colorado Springs and
14 then close by Denver. You have Patrick Henry
15 Field and Newport News are close by Norfolk.

16 So as those fares come out, as we
17 award those fares, who is going to use the
18 fares if you have competing markets that you
19 can get a lower fare? So -- and the way that
20 we redefined the markets today, as you can see
21 Colorado Springs jumped up here. It is
22 noticed. We are getting a better look at

1 what's happening out of Colorado Springs. We
2 are getting the better look at what's
3 happening out of Newport News. So that being
4 said, thank you. And thanks for being here
5 today, too. We'll work this out between all
6 of us and the carriers and then see how we can
7 come up with this.

8 I don't know that we're going to
9 get any additional service. I don't know that
10 we'll get any additional fares. We're bidding
11 on commercial practices. We're bidding on the
12 flights. We've giving recommendations for
13 size and type of equipment. All those things
14 enter into whether or not they can take that
15 flight or not.

16 Again, those bases aren't moving.

17 We know that they're there. But if they have
18 alternative transportations at a reduced cost,
19 that's what they're looking out for as well.

20 MR. SPIRITO: Ken Spirito, Newport
21 News Williamsburg International Airport.

22 We've had a tremendous success in

1 working with our military command to request
2 the City Pair through the appropriate chain.
3 We went through the process about two fiscal
4 years ago. We've effectively tripled our City
5 Pair contracts out of our airport by getting
6 the base command to communicate that.

7 But to echo Colorado Spring's
8 comment, they didn't understand how to do it.

9 So we worked through Jerry and through the
10 office. And we were able to educate them.
11 And they were successfully submitting their
12 City Pair requests and subsequently getting
13 those awards.

14 However, that's half the battle.
15 Working with the airlines to get them to
16 understand the fundamentals of our market, in
17 Newport News's case, you know, we're close to
18 Norfolk, close to Richmond, and the fare
19 equity between those three markets seems to be
20 great in both directions.

21 There are some cases where our
22 fares are more competitive. And there are lot

1 of cases where the airlines out of the other
2 cities are more competitive.

3 So we want to be sure that the
4 airlines understand that we would like to see
5 fare equity to give the government and
6 military customers the option of flying out of
7 either of the airports, whether it be
8 originating out of one and terminating in
9 another or originating and terminating out of
10 one airport.

11 But it seems to be that the
12 airline is driving that passenger, in a lot of
13 cases, to a lower fare when, you know, there
14 is sometimes a premium to be had out of the
15 local airport because of our situation.
16 Geographically there is a problem in our area
17 that people do not to travel to other airports
18 but they are being forced to because the
19 airlines may have a 200 dollar fare out of one
20 airport and it is 600 dollars out of our
21 airport.

22 MR. TARLETSKY: Bruce Tarletsky,

1 Wichita Midcontinent Airport.

2 One other comment to add to that,
3 the reason we are -- as these three airports
4 are working hard to work with you on this,
5 again it gets down to the end of the line and
6 that's the convenience for the traveler, for
7 the military traveler.

8 You know for example if they are
9 being forced at Fort Riley to access their air
10 travel at Kansas City, it is a little bit more
11 difficult. They have issues with van service
12 and equipment and gear and those types of
13 things.

14 So our effort from an airport's
15 perspective is to try to enhance the service,
16 the convenience factor for -- and that's --
17 and you're absolutely right. And that's the
18 factor where we go in and try to work -- after
19 we identify the city pairs, is to work with
20 the carriers to try to show that there is
21 value in having those City Pair fares out of
22 these airports.

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MR. ELLIS: Thank you very much.

Back to Jerry.

MR. BRISTOW: I believe that is going to conclude our recording of the FY13 City Pair pre-solicitation meeting. We'll now go into our ongoing dialogue and discussions of some specific type areas that we would like to talk about.

(End of Pre-Solicitation.)

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