

UNITED STATES OF AMERICA
GENERAL SERVICES ADMINISTRATION

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FY17 CITY PAIR PROGRAM
PRE-SOLICITATION CONFERENCE

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WEDNESDAY
FEBRUARY 3, 2016

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The Pre-Solicitation Conference met in Room 1459,
General Services Administration, 1800 F Street,
N.W., Washington, D.C., at 1:00 p.m., Lauren
Concklin, Director, presiding.

PRESENT

LAUREN CONCKLIN, Director

RONDA BOATRIGHT, Management and Program Analyst

JEROME BRISTOW, Program Analyst

KWANITA BROWN, Contracting Officer

JERRY ELLIS, Program Analyst

CINDY GUO, Contract Specialist

COURTNEY LOY, Program Management Analyst

MARY MORRISON, Program Analyst

PARTICIPANTS

BARBARA ABOID, Concur*
BRIAN ASSIA, GSA
MATTHEW BARICH, American*
TOM BILLONE, United*
ANDREW BONNEY, Cape Air*
KATHLEEN BREWSTER, Smithsonian*
DOUGLAS BRITTON-DAVIS, Department of Veterans
Affairs*
NIA BUCKNER, U.S. Patent and Trademark Office*
ANGELA BURRILL, Department of State
PATTI CABALLERO, NASA*
AMY CAMPBELL, Southwest Airlines*
ANDREA CARLOCK, DTMO
SCOTT COOPER, JetBlue
GEORGE COYLE, Delta
MARK DELLINGER, Department of State*
SANDRO DICASTRO, CWTsatoTravel*
JEFF ETHERINGTON, Alaska*
SHAYAN FARAZMAND, ETS*
LARRY FATTORUSSO, Delta
RAPHAEL GIRARDONI, American*
DAVID GOBER, Delta
ALEX GRAFF, Delta
BARBARA GULICK, FAA*
HOWARD HICKS, DTMO
THERESA HOLLOWAY*
JESSICA HUFF, GSA*
DONNA JACK, GSA*
ROBIN JOHNSON, DTMO
JEROME JOHNSON, USTC
TOM JOKINEN, Hawaiian*
BETH JOZWIAK, Concur*
CAROLEIGH KARLSSON, Concur
MORGAN KELLERMEYER, Silver
JAMIE KISER, Concur
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DERRICK SURRATT, British Airways

DEMETRUS SUTTON*

RICHARD SWEET, Southwest*

BARRY TAYLOR, HHS/CDC

KEVIN TAYLOR, Concur*

NADINE VALENTINE, DTMO

TERRY WILLIS, Southwestern Power Administration*

*Participating by telephone

P R O C E E D I N G S

(1:05 P.M.)

1
2
3 MS. CONCKLIN: Welcome, everyone. I
4 think we want to get started since it's about 5
5 minutes after 1:00. So thank you for braving the
6 weather and coming in.

7 For you guys not from the area, I
8 promise we did have snow last week. I know most
9 of it's gone now.

10 I want to start off and introduce
11 myself. I think most of you, I've been
12 introduced to since we last met. But just in
13 case, I'm the new Director of the City Pair
14 Program, Lauren Concklin. And we are excited for
15 the procurement season, and excited to showcase
16 some of the changes that we have already
17 implemented, and also talk about some of the
18 things we're going to be doing going forward.

19 This is just our first round of
20 changes. And over the next five years you're
21 going to see some changes starting to take place
22 within our solicitation.

1 Just to give you a general overview.
2 So first, you know, I've introduced myself. But
3 I would like the rest of the City Pair team to
4 stand up so you can put a face to who is on the
5 team. So if anyone who's on our team, please
6 stand up as well, as we have our contracting
7 officer and contracting specialist.

8 MR. BRISTOW: But introduce yourselves
9 first and then please sit down.

10 MS. MORRISON: Hi. I'm Mary Morrison.
11 I'm a Program Analyst.

12 MR. ELLIS: I'm Jerry Ellis, Business
13 Management Specialist for the City Pair team.

14 MR. BRISTOW: And I'm Jerry Bristow,
15 Program Analyst for the City Pair team.

16 MS. BROWN: Hi. I'm Kwanita Brown.
17 I'm the Branch Chief for the Travel Acquisition
18 Support Division, and also the Contracting
19 Officer for the City Pair Program.

20 MS. GUO: Hi. I'm Cindy Guo. I'm the
21 Contract Specialist for the City Pair Program.

22 MS. LOY: Hi. I'm Courtney Loy,

1 Program Analyst, City Pair.

2 MS. BOATRIGHT: Hi, Ronda Boatright,
3 Management and Program Analyst, City Pair
4 Program.

5 MS. CONCKLIN: Thank you, guys. This
6 is our team.

7 MR. BRISTOW: Thank you all for
8 coming.

9 MS. CONCKLIN: Yes. Thank you, guys.
10 So on the board we have our agenda.
11 And I hope everyone on the phone you can hear me.
12 And if not, just send a --

13 MS. GUO: I think there's some that
14 are having hearing.

15 MS. CONCKLIN: They're having trouble
16 hearing.

17 MS. GUO: Yes. They can't hear
18 anything on the phone. Everything should be --

19 MS. CONCKLIN: We are connected.
20 Let's see.

21 MS. GUO: And also, has everyone
22 signed in? We have a sign-in sheet going around.

1 So if you haven't, please make sure that you've
2 signed in.

3 MS. CONCKLIN: Those who are on the
4 phone, can you hear me now?

5 MS. GUO: Okay.

6 MS. CONCKLIN: Okay, they can hear.
7 Great.

8 MS. GUO: My apologies.

9 MS. CONCKLIN: So this is just a
10 general overview of our agenda today. We're
11 going to go through our solicitation
12 requirements. We're going to highlight the
13 significant changes as we saw it. We will not
14 highlight every change, but if there is a -- if
15 there is a change that you all wanted addressed,
16 please feel free to interrupt and interject, and
17 we will get into those details.

18 We tried to pick the high level
19 changes to keep, to try to stay on time. But
20 with that being said, we will discuss any items
21 that maybe aren't mentioned and you guys want to
22 bring to our attention.

1 We'll also talk about the FY '17
2 market selection and market information. The PMO
3 side of the house, we're going to go into some
4 additional topics. And again, we'll close with
5 questions, point of contact and general
6 inquiries.

7 Our team wanted to start with just a
8 overview as we see it as far as where the City
9 Pair Program is going. Like I'd mentioned in the
10 beginning, we did make some significant changes,
11 unlike previous years. Our team dived in line by
12 line this year and really thought about every
13 item that was in the solicitation and if it's
14 relevant or what we thought we could make change-
15 wise in order to make the program better.

16 So over the next couple years our goal
17 for the PMO is really to concentrate on the
18 integrity of the award, the transparency, and
19 also the exchange of dialogue. So integrity is
20 really important to us. We are committed to
21 that. We've heard your feedback, from the
22 suppliers especially, to really focus on that.

1 We know we now drive 80 percent to the
2 City Pair market, which is good, but that doesn't
3 mean we can't do better. Our goals are to focus
4 on not only the solicitation but also to the
5 configuration side of the house as well. So
6 we're working with those booking engines to say
7 whether -- do we hide the YCA when _CA is
8 available. These are the things we're doing.
9 We're making changes on the configuration to make
10 it easier for our travelers to make the right
11 choices, so it will help the City Pair Program in
12 general.

13 We're also trying to be more
14 transparent. We heard from the suppliers that
15 it's very difficult because it's a lot of self-
16 reporting. So this year we are going behind the
17 scene and running our own, if we were just to
18 automate the process, how would that pan out,
19 versus it's going -- done from the supplier side.
20 So we'll be doing that behind the scenes and
21 playing to see how that plays out.

22 Our goal is to make the schedule

1 information, what's happening from your actual
2 flights an automated process in the future, but
3 we need to make sure we run it behind the scenes
4 first to see if it plays out the same way. So
5 that's something our team is doing.

6 And then, finally, I want to get to
7 the point where we're having a more open
8 dialogue. I know we meet a couple times a year,
9 but I would like to get to the point we're
10 meeting monthly, maybe quarterly, and hitting it
11 on issues in real time and addressing problems
12 and concerns from both sides of the house in real
13 time and not waiting for an entire year to get
14 back together.

15 So our team is going to commit to
16 setting up some more regularly scheduled
17 meetings, both with our customers and our
18 suppliers.

19 We also had addressed at our one-on-
20 ones and we heard about potentially doing a data
21 summit from the supplier side of the house. So
22 we are getting really rich with data on our side.

1 And so we're working with our lawyers and
2 contracting officer to see what we potentially
3 can do going forward to share data that we have
4 to show you where we are seeing things and how
5 we're reviewing our program.

6 Any questions?

7 (No audible response.)

8 MS. CONCKLIN: We also wanted to
9 showcase the spend from SmartPay. So we went to
10 SmartPay, and we got the total spend by airline,
11 both on the transaction side as well as total
12 dollars spent. And we broke it out so you guys
13 can see how much business the Federal Government
14 is giving each airline in general. And I think
15 that while -- I think that we're one of the
16 largest customers from an airline perspective as
17 one customer. And we want to showcase the amount
18 of money that is coming through the individual
19 airlines.

20 With that said, I'm going to switch it
21 over briefly for Kwanita to take over, the
22 Contracting Officer. And she's going to go

1 through the solicitation requirements.

2 MS. BROWN: Hi, everyone. Again, my
3 name is Kwanita Brown, and I will be the
4 Contracting Officer for this procurement. So I'm
5 going to first highlight some general
6 solicitation requirements.

7 So first and foremost, this year what
8 we did differently from previous years is that we
9 tried to detail out what the significant changes
10 were in an additional attachment in section J.

11 I do want to note that we were made
12 aware that there were some inconsistencies
13 between the RFP and the attachment that was
14 initially posted. There were some changes that
15 were listed in the attachment 6 that were not
16 actually included in the RFP. So we have since
17 revised that -- that attachment 6 so that it more
18 aligns to meet any inconsistencies.

19 So that has been posted to FedBizOpps
20 if you would like to go and visit there and pull
21 down our revised copy of the attachment 6.

22 Another section that's critical is

1 section C, which is our technical requirements.
2 This is going to let you know what we are
3 soliciting, what the requirements are for what
4 we're soliciting.

5 Section H is where we're going to
6 contain special contract requirements. So you do
7 want to make sure that you review that carefully.

8 Section J.1 is a proposal checklist
9 which will give you an idea on what you need to
10 include in your offer submission.

11 Things to note in regards to this is
12 the System for Award Management. This is the new
13 combined tool that combines things like CCR,
14 EPLS, different software in which you're going
15 there and registering to say that you're eligible
16 and want to do business with the Government. So
17 please make sure that as you're submitting your
18 offer that you're going in and looking for the
19 industry, that you're going in, and you're
20 looking to make sure that your registration in
21 the SAM system is active and that there are no
22 issues with that registration. That will be very

1 important from an award standpoint.

2 Another thing that you want to be made
3 aware of is in section L, and that's regarding
4 the offer submission instructions. This will
5 give you the instructions in regards to the due
6 dates that we established as well as where you're
7 going to submit your information.

8 For the offer submission there are two
9 groups that are established. For group 1, there
10 is some additional paperwork that is also due at
11 the same time as your group 1 submission is due.
12 So you want to be mindful of that and making sure
13 that you're submitting that to the appropriate
14 email address that is established in section L.

15 Another thing is subcontracting plans.
16 For all large businesses, subcontracting plans
17 are required. So be mindful of that. If you
18 have not -- if you don't have an existing
19 subcontracting plan, that is included with your
20 offer or that you supply us with an approved copy
21 of the subcontracting plan when you submit your
22 offer.

1 All right. And then here, as we
2 always do, we provide some anticipated dates for
3 the procurement. So one of the first dates is
4 the COPS System. COPS is the system that we use
5 for the submission of all technical and price
6 offers. And so we routinely allow our industry
7 partners to go into the system prior to the final
8 solicitation date to familiarize themselves with
9 the COPS System.

10 We are anticipating opening up COPS
11 for a test application on Wednesday, February
12 10th and closing it down on Tuesday, February
13 16th. Cindy and myself will be sending our
14 emails to all interested parties to find out who
15 will be assigned individuals that will have
16 access to the COPS System so that we can develop
17 a user I.D. and password for you.

18 You will be able to go into the system
19 after the initial log in to change your password,
20 should you choose to do that.

21 For the COPS group 1 offer upload, we
22 are anticipating at this time opening up the

1 system on February 26th, once we issue the final
2 solicitation, and closing it down on March 25th.
3 That will give industry about a four week time
4 frame in order to submit those group 1 offers.

5 And for group 2 offer upload, right
6 now, we're anticipating March 28th as the open
7 date, and then April 18th as the close date.

8 All of these dates are anticipated
9 dates. They are subject to change. But right
10 now these are what we are shooting for in terms
11 of our estimates.

12 Okay. So now I'm going to get into
13 the significant changes. And so as Lauren
14 alluded to, this is basically a listing of all of
15 the significant changes that are included in the
16 RFP. However, we are not going to go over every
17 single one of these. What we did is highlighted
18 in blue sections of the solicitation in which the
19 Program Office will cover in later slides. The
20 sections which I will cover are those that are
21 highlighted in red.

22 So right here you can see I will go

1 over the scope, the technical requirements, and
2 then the period of performance here, and a
3 continuation of the significant changes here.

4 I will go over the section that
5 relates to CRAF, some of our clauses that have
6 been updated, attachment 6, as well as some of
7 our certification sections in section K. And
8 then, lastly, getting into section M, which is
9 our evaluation criteria.

10 So as it relates to section C, just
11 highlighting the changes that we made here. We
12 added an additional sentence into section C.2
13 under the scope here.

14 Also, in section C.3, one of the
15 changes that was made to the international route
16 was to include a "shall not exceed" time frame
17 for international flights to and from Canada and
18 Mexico. So now those shall not exceed 150
19 minutes.

20 Also, in terms of section F, which is
21 our period of performance, I want to make sure
22 that I highlight that. We do continue to have

1 two option periods established in the contract.
2 However, the -- how they are allocated are
3 different.

4 So basically, this year we're going to
5 have a option period 1, which will cover a 2-
6 month span of time that will go from October 1st
7 to November 30th. And then the second option
8 period will go from October 2nd -- I'm sorry,
9 will go from December 1st, until December 31st.
10 So if you'll take note, for the FY '16 contract
11 period, we actually had three option periods, but
12 they were three 1-month options. So just
13 bringing to your attention here that we've made
14 this adjustment here.

15 As it relates to section H.5 which
16 covers the Civilian Reserve Air Fleet program,
17 also known as CRAF, we have provided some
18 adjustments here to the language, one of them
19 being that in the past, submission of this
20 information was to AMC, Air Mobility Command.
21 This year, that is being revised so that anything
22 that is being submitted will go to USTRANSCOM.

1 What we also did is provide some
2 further clarification language as to the steps
3 for actively undergoing the approval process.

4 And we have one question, but if you
5 could just wait we'll bring a microphone over to
6 you.

7 MS. GUO: Also, before you speak could
8 you please state your name?

9 MR. COYLE: Hi everybody. This is
10 George with Delta Air Lines. And actually if I
11 can, if I could back up --

12 MS. BROWN: Oh sure.

13 MR. COYLE: -- to Section B. I've
14 printed out the pages that outline the changes.

15 MS. BROWN: Okay. I don't have that
16 up here, but go ahead.

17 MR. COYLE: Right. But one of the
18 questions I had had to do with the business class
19 air filing.

20 MS. BROWN: Okay.

21 MR. COYLE: And my question is, has
22 GSA implemented travel regulations to provide the

1 carriers with the business?

2 MS. BROWN: I believe that Lauren's
3 going to address that. I'll direct it up here so
4 that if she wants to address anything now.

5 MS. CONCKLIN: Yes, we'll get into
6 that in a little more detail.

7 MR. COYLE: Okay, fine.

8 MS. CONCKLIN: The FTR has not changed
9 for FY '17 contracts, but we are working with
10 getting that change in the FTR for the future.
11 So it's currently not changed.

12 MR. COYLE: Okay. Well, just to
13 complete that thought, my concern is directing
14 the carriers on the FTR process and getting that
15 across for business deliveries and beyond that.
16 So thank you for that.

17 MS. CONCKLIN: And we will get into
18 some more detail regarding business class about
19 some of the changes, that we are going to give
20 the airlines a little more information as far as
21 passenger count and then changing the buckets of
22 where that business class will fall. But we'll

1 get into that in a little bit more detail. But
2 understand, we are planning changes now.

3 MR. COYLE: Okay. And then also, I
4 hope I'm not jumping ahead, I'd like to speak to
5 Civil Reserve Air Fleet.

6 MS. BROWN: Well, that's a section
7 we're on so you can go ahead.

8 MR. COYLE: Okay. As I've indicated
9 many times before, that program is managed by
10 separate departments within our airline. A
11 decision to participate in one program versus
12 another, we are not limited. So if -- and there
13 has been times in the past where significant
14 changes had existed for Civil Reserve Air Fleet
15 where we gave the indication that we wouldn't be
16 able to continue in it.

17 By linking these two programs
18 together, this is in fact the biggest risk to the
19 future of the City Pair Program. And I'm
20 certainly not asking that you weigh in in favor
21 of the carriers, but at least establish a review
22 process so that you can make an informed decision

1 as opposed to picking a carrier without that
2 program.

3 As you know, the current language is
4 very cut and dry. If a carrier is not in CRAF,
5 they cannot be in City Pairs. So I really hope
6 you'll consider putting that sort of review
7 process in. That review panel can consist of
8 DoD, GSA, whomever you deem appropriate, and just
9 at least be able to make an informed decision as
10 opposed to weighing it in the circumstance.

11 MS. CONCKLIN: Yes, the City Pair team
12 for the first time ever has been working weekly
13 with the CRAF team at TRANSCOM. So this is not
14 going unnoticed; we are just developing a
15 stronger working relationship. So with modeling
16 data, we work back and forth.

17 As of right now, the language is
18 stated the way it is. But our relationship with
19 CRAF is constantly working on ways to add and
20 change values to that language. And we'll keep
21 you guys updated as anything formal does change.
22 But it is actively -- our relationship is active.

1 And we are establishing weekly, bi-
2 weekly meetings with them, as well as bringing in
3 the DTMO team as well. So we are all staying
4 connected when it comes to the CRAF language if
5 there needs to be changes to that.

6 MS. BROWN: Okay. So just really
7 quickly on this section. You can clearly see the
8 sections that are changed. A lot of the
9 processes have not changed -- I'm sorry, a lot of
10 the processes have not changed; it's just further
11 clarification has been provided in regard to this
12 section here.

13 Any additional questions before I move
14 on to the next slide? We have one other question
15 in the room.

16 MR. SCHLESSMAN: Hi there. Matt
17 Schlessman from American Airlines. We appreciate
18 that you're continuing to evaluate CRAF being
19 linked to the GSA, and we understand working with
20 TRANSCOM and very much appreciate that.

21 One thing we'd really like to see the
22 GSA go forward with is linking the participation

1 stages of CRAF to certain line items. If we are
2 taking the extra risk with participating in a
3 long haul capacity with CRAF, we don't have any
4 extra benefit or incentive to continue that
5 greater risk of participation as the program
6 continues to change and be less commercially
7 viable, standalone, referring to CRAF. It's
8 really important to us that you continue to
9 provide an incentive to participate in long haul
10 time with CRAF.

11 MS. BROWN: Thank you. That's also
12 been a part of the conversation.

13 Okay, so this is just a continuation
14 here of some minor language adjustment that was
15 made to the section as well. So I'm going to
16 move on to the next part of the significant
17 changes, which is changes to section I, as well
18 as section J.

19 So with section I, there are --
20 there's more than just this one section that was
21 updated. But those were not included because
22 they were basically just inclusion of updates to

1 the FAR clauses as they get updated in the
2 system. So we just have to update them and
3 refresh them into our solicitation.

4 This one that we're highlighting here
5 is just in relation to the option to extend the
6 term of the contract. What we have done is just
7 shorten the period of time to process that
8 because more so an impact on the acquisition
9 team, not necessarily on the industry side.

10 The next change, as I mentioned
11 before, highlights the addition of a new
12 attachment to the RFP, which is significant
13 changes. And as I mentioned before, this has
14 been revised to delete out any inconsistencies
15 between the draft solicitation and the
16 attachment. So please, if you would like to do
17 that, go into Federal Business Opportunities,
18 also known as FedBizOpps, and download that
19 updated and revised copy of the attachment.

20 The next section, we're moving into
21 section K, which is where we do allow our
22 offerors to do their certifications. So as it

1 relates to section K.8, and this is regarding air
2 carrier quality and safety, we revised the
3 beginning part of the subpart B to align with
4 section H.3 which is the requirement itself in
5 the RFP.

6 So this is simply just revising
7 language so that it's more consistent with
8 section H, as well as with the Code of Federal
9 Regulations.

10 And I'm going to move on to K.9. K.9
11 is where we have our offerors do their
12 certification as it relates to their status in
13 the CRAF program. There were some modifications
14 that were made to this section just to clarify
15 what it means to be actively undergoing the
16 approval process. So some additional language
17 was put in here from a certification standpoint.

18 On section K.10, planned service
19 certification, this is a new section that is
20 being added this year. We reference in the RFP
21 in section L.3, I believe, where we say that we
22 will allow planned service that would be

1 implemented in place prior to September 30th.
2 And what we're doing this year is allowing
3 offerors to actually highlight those line items
4 that they're submitting an offer for and which
5 they're doing it based on planned service.

6 So this is just a new addition that is
7 being put in here.

8 And then the next section we're going
9 to begin to get into -- I'm sorry. There's a
10 question. And please make sure you announce your
11 name before.

12 MR. SCHLESSMAN: Matt Schlessman,
13 American Airlines.

14 We appreciate you adding the
15 transparency to this item. That seems to me to
16 be hard for us to bid against. Will these line
17 items that are the scheduled service that's being
18 included, if it's in a public schedule, will that
19 be released to other airlines?

20 How will we be able to bid accurately
21 if someone is submitting service points that are
22 not in the public schedule? And how are you then

1 verifying that those points are actually
2 materialized in the schedule once you make the
3 award?

4 MS. BROWN: So what typically happens
5 after the awards have been made is that we do
6 that verification of service where the carriers
7 have to go back in. And they have a list of
8 awards, and they have to verify, do we still meet
9 the minimum requirements? That is where they'll
10 be able to go back and validate from a service
11 standpoint that all of these markets, including
12 the ones that are being submitted and may have
13 been awarded based on planned service are in fact
14 ones in which the carrier meets the minimum
15 requirements.

16 If a carrier notifies us that they
17 don't actually in fact -- that they won't meet
18 the minimum requirements for those markets to
19 which they were awarded, and particularly those
20 that were based on planned service, then those
21 markets will be deleted from the contract award
22 and possibly be awarded to another carrier.

1 So I hope that answers the question
2 that you had.

3 And I'm sorry, there's another
4 question.

5 MS. CONCKLIN: Just before that
6 question. We will -- Lauren Concklin -- we will
7 be -- I think it will help you a little bit more,
8 the next slide, as some of the things we're
9 moving towards. So it's less self-reporting and
10 more automated to take out that concern from the
11 carriers' aspect. I think we'll be getting in a
12 little more detail that might help some more of
13 you on this issue. If not, please, you know, ask
14 us.

15 MR. KELLERMEYER: This is Morgan from
16 Silver Airways. And I just want to verify that
17 our planned service is going to be proprietary,
18 and other carriers won't know our planned service
19 that we submit, right?

20 MS. BROWN: All information that is
21 put in here is procurement sensitive, so it is
22 not shared outside of the acquisition team. So

1 all offer information is not shared. So this
2 would only get shared from an award standpoint.
3 And at the time of award, you would have to go
4 back and certify that you still have -- that you
5 still meet the minimum requirements and that
6 needs at that time to be operational by October
7 1st.

8 So I'm going to begin in section M,
9 highlighting first this change here. And then
10 I'm going to turn over the next slide to Lauren
11 before it gets turned back over to me.

12 So this one changed here in section M,
13 which is providing, it's more so a rephrasing of
14 the language in here. We talk about consultation
15 with a special board during the evaluation stage.
16 And the special board is comprised of personnel
17 that we work with in Travel, from our customer
18 agencies. So not a lot that's changed
19 necessarily, just sort of a rephrasing of the
20 sentence.

21 The only thing is at the bottom is
22 here just to make known that although we seek the

1 guidance of a special board, final award
2 decisions rest with the contracting officer.

3 So again as I said, we're going to
4 move over. We're going to get into the
5 subfactors under section M.3. But I'm going to
6 turn this over briefly to Lauren to go over this
7 slide here.

8 MS. CONCKLIN: Lauren Concklin.

9 So I think you'll notice that section
10 M.3, there are some significant changes from
11 previous years. Our team thought a lot about it.
12 And one of the things that we heard was, one,
13 transparency, and also our team believes that we
14 wanted to give service where service is owed to
15 the carrier.

16 Currently -- there was a ceiling, and
17 so if you had more service and it was above that
18 ceiling, you weren't getting credit for it. Our
19 team wanted to find a way to truly give a value
20 to what's happening in that market for a
21 comparison perspective.

22 We heard the question a lot last year,

1 the price versus technical trade-off, and what
2 does that mean? So one of the ways we're trying
3 to combat that for FY '17 is to come up with a
4 higher ceiling, therefore giving more credit
5 where credit is due to the carriers in that
6 market.

7 So, for example, if a carrier is
8 offering more service, they now -- the disparity
9 potentially between two carriers would be more,
10 would be greater. Therefore, it starts that --
11 the cost for technical is easier to explain.

12 So this is our first go at it. We're
13 trying to take the idea of being more transparent
14 as well as giving the service credit for service,
15 you know, for providing the service, and trying
16 to find a way to calculate that to make it fair.
17 This is really our first go, go about it.

18 I do want to also hit on the fact
19 that, as I mentioned, we're trying to find a way
20 to -- I know service is on a weekly basis; you
21 file on a daily basis. So our team is also
22 trying to find ways to purchase data to be done

1 automated versus the carriers actually having to
2 go in and provide their service.

3 So these are things we are thinking
4 about. And our goal is to get that ready for FY
5 '18. It will not be ready for FY '17. But it's
6 something we are highly looking at and working at
7 it. So it takes the burden off the carriers to
8 have to go in there and physically put their
9 schedule in.

10 Does that help answer some questions?

11 MR. BRISTOW: We're going to run that
12 parallel --

13 MS. CONCKLIN: Yes.

14 MR. BRISTOW: Jerry Bristow here.
15 We're going to run that parallel in the FY '17
16 solicitation to see how it plays out.

17 MS. CONCKLIN: Yes.

18 MR. BRISTOW: So although we've made
19 some changes here, you're still going to provide
20 us with the schedule information that you have
21 and then in the background, and we'll run this
22 third party data parallel to that to see if we

1 can't make this change to the report.

2 MS. CONCKLIN: The goal is -- and
3 we're hopeful that the goal will be that we can
4 just do this automated and that the carriers in
5 the long run don't have to actually go in there
6 and physically do it themselves. Again, it takes
7 off the burden of worrying about your schedules,
8 validating it, re-validating it. So that is our
9 plan.

10 And Kwanita is going to get into the
11 actual structure of the changes within the
12 contract. But if you all want to go into more
13 detail, we can do that as well. We tried to
14 highlight to make it as easy to understand as
15 possible. But we did some playing out of
16 modeling. If you need to go into detail, just
17 let us know.

18 MS. BROWN: Okay. So as we mentioned,
19 subfactor 1, which is where we evaluate time band
20 of service distribution, this has been
21 significantly altered from the FY '16 version.

22 So basically in the FY '16 version,

1 points were allocated based on the minimum
2 requirement that was being solicited for a
3 market. So your threshold was whether it was a 4
4 flight requirement, 6 flight requirement, 1 or 2
5 flight requirement, or a 3 flight requirement.
6 And then points were allocated on a -- on a
7 spreadsheet that was provided in the RFP that
8 basically allocated points based on certain time
9 bands.

10 We have not gotten rid of the time
11 bands. But what we have done is now we are
12 basically counting all flights and all time bands
13 towards the -- towards this particular subfactor.
14 And for non-stop service, the maximum point
15 threshold that you can reach for both inbound and
16 outbound flights is now 200. Previously in the
17 FY '16 version, the maximum number of flights
18 that you could receive -- I'm sorry, the maximum
19 number of points that you could receive was 192.

20 So you will receive slightly more
21 points under this new point system.

22 And as you can see, under the non-stop

1 point distribution, we have two charts in which
2 we allocate points based on time bands. And one
3 chart, the first one, non-stop number 1, is based
4 on east to west and west to east flights that
5 exclude crossing three time zones.

6 Non-stop on chart number 2 is all west
7 to east flights that do cross three time zones.

8 We have allocated points based on
9 whether you receive 10 points or 4 points on
10 flights that are within a particular time band.
11 Here.

12 And as I mentioned before, the maximum
13 points that you can get for this subfactor for
14 non-stop service is 200. This is based on where
15 we are soliciting non-stop service; that's the
16 minimum requirement. And that would be based on
17 100 points outbound and 100 points inbound.

18 If the market that is being solicited
19 is being solicited as a connection, we count both
20 non-stops and connections. That doesn't change
21 from how it was prior.

22 But again, we would count all non-stop

1 and connection service until we reach the maximum
2 point threshold. That maximum point threshold
3 would be 200 points for non-stop and 100 points
4 for connection. And that would be 100 points
5 inbound, 100 points outbound for non-stop
6 service, and 50 points outbound and 50 points
7 inbound for connection or direct service.

8 So in a market where the minimum
9 requirement that's being solicited is connect, a
10 carrier could ultimately receive up to 300
11 points.

12 The breakdown for this chart here is
13 if this was a direct or connect. And the number
14 1 chart, this is based on east to west flights
15 that exclude crossing three time zones.

16 And then in the second chart, this is
17 going to be for those west to east flights that
18 do cross three time zones. Point allocations are
19 based on the time band. And you can receive
20 either 5 to 2, or 2 points, based on where the
21 flight is placed.

22 We also, knowing that this is some new

1 information and new evaluation criteria, we put
2 in a sample distribution so you could kind of get
3 a sense of how this is calculated.

4 So this basically here is a chart
5 that's showing a non-stop distribution profile.
6 So in a market where the minimum service that's
7 being required is non-stop service where it does
8 not cross three time zones, what we did is we put
9 the time bands there, and we basically ran a
10 scenario in which we said, okay, this carrier is
11 offering us this number of flights outbound and
12 non-stop and this number of flights inbound and
13 non-stop. And then we calculate based on the
14 point allocation that we give for each time band.

15 Based on this calculation and this
16 scenario, the carrier would receive a total of
17 102 points outbound and a total of 106 points
18 inbound, which will bring it to a grand total of
19 208. And because we have a maximum threshold of
20 200, the carrier in this scenario would receive
21 200 points. That will go towards their technical
22 score for subfactor 1.

1 And just to sort of highlight the
2 difference between the point allocation in this
3 new time -- in this new subfactor versus how it
4 would have been calculated in the old subfactor
5 that we were using for FY '16, in FY '16 using a
6 scenario such as this in a 4 flight requirement
7 market, a carrier would have received a total of
8 136 points versus now they're receiving 200
9 points.

10 So it basically is applying more
11 credit where credit is due from a technical
12 standpoint.

13 And I'm going to run through the same
14 scenario here. In a market where it is not
15 crossing three time zones, minimum service that
16 is being required is connection or direct -- it's
17 always connection, I apologize for that. And so
18 in this -- in this scenario, what we're doing is
19 we're showing you both outbound and inbound, non-
20 stop and connection direct service.

21 And we put our -- we're applying the
22 point allocation. So again, points are going to

1 be distributed based on time bands. If you
2 recall, in non-stop markets the point allocation
3 is either a 10 or a 4. In direct or connect
4 markets the allocation is either a 5 or a 2.

5 So we've gone through this, and we
6 provided, hey, these are the number of non-stop
7 outbound flights, inbound non-stop flights,
8 outbound direct or connect flights, inbound
9 direct or connect flights, and we have calculated
10 the -- we calculated the point allocations based
11 on that.

12 So based on this scenario here, again
13 being mindful that in direct or connect you have
14 a point threshold of 50, the number of points
15 that would be allocated for non-stop service
16 would be 80 because you're going to add up the 58
17 points outbound for non-stop plus the 22 points
18 inbound. But for the direct or connect points,
19 it's going to be 87 because you're only going to
20 calculate up to the maximum, so they would only
21 get 50 points outbound, and then you would get
22 the full 37 points inbound, which would bring

1 your total allocated points there to 167.

2 Looking at this versus how this would
3 be calculated in a 4 flight requirement using the
4 FY'16 evaluation criteria, the point allocation
5 would be a difference of 116 points versus 167.

6 So I know that I went over a lot of
7 information. I see one hand in the back. So we
8 do have some questions related to this.

9 And let me know if you need me to go
10 back a slide or two.

11 MR. GRAFF: Hi. This is Delta
12 Airlines. I just have a question about what you
13 consider as a desirable time band? For us at
14 least it seems that going from east to west and
15 west to east is actually very different in that
16 red-eye flights are far more desirable for a lot
17 of passengers, and yet you would not allocate
18 points for flights after 11:00 p.m. Could you
19 put more color into that as to why you allocate
20 it that way?

21 MS. BROWN: The allocation is very
22 similar to how it was allocated in previous

1 years. But a lot of it is based on what is
2 desirable to the government. And so from the
3 standpoint of looking at the 7:00 to 10:59
4 quadrant, we place more of the maximum points
5 versus the 11:00 to 5:59.

6 And a lot of it is based on can a --
7 can a traveler conduct their business in one day?
8 Can they come in between 6:00 and 9:30 and then
9 theoretically leave that same day, not incurring
10 any hotel costs, things of that nature.

11 So that is where the value in time
12 band four, from 7:01 to 10:59, why it was placed
13 there versus in 11:00 to 5:59.

14 Any additional questions before I move
15 on to the next slide? And I guess I don't want
16 to be -- I want to be mindful of people on the
17 phone as well, if there's any questions.

18 (No audible response.)

19 MS. BROWN: Okay. Well, then I'll
20 move on because we have a lot more material to go
21 over.

22 So for international routes, this also

1 was adjusted. So basically in this -- in this
2 scenario for international routes, there are a
3 maximum points of 300 that can be allocated. And
4 so this is basically you get a maximum of 200
5 points for nonstop and then a maximum of 100
6 points for direct or connection.

7 And so basically as we have always
8 done for line items where we are soliciting non-
9 stop service, then direct or connect flights will
10 not be counted towards the subfactor.

11 And the way that we allocate this out
12 is for non-stop, you'll get 20 points per flight
13 until you reach the maximum. And then for the
14 direct/connect is 5 points per flight.

15 We now have the addition of fifth
16 freedom of the air routes that we are soliciting,
17 to be discussed a little bit later in more depth
18 by the Program Office. But for purposes of how
19 we will be evaluating it, we will be evaluating
20 it based off of non-stop service. That is a
21 change that will be made. It's not listed
22 currently in the draft solicitation that was

1 issued out. But we are looking at soliciting
2 this now as just a straight non-stop market.

3 So based on that, the number of points
4 that will be allocated would be 20 points for the
5 non-stop service in this particular evaluation
6 criteria.

7 So let me -- let me skip forward for
8 a minute? Okay.

9 So before I move on to the next
10 section, I'm going to close out what we're
11 talking about from subfactor 1. Is there any
12 related questions before I move over into the
13 next slide?

14 MS. GUO: I think there's a question
15 on the phone.

16 MS. CONCKLIN: Okay, it appears that
17 we have some questions from callers on the phone.

18 MS. BROWN: Is that unmuted?

19 OPERATOR: All guests have been
20 unmuted. You will now rejoin your meeting.

21 MR. BILLONE: Hey, this is Tom Billone
22 from United Airlines.

1 MS. BROWN: Yes, we hear you.

2 MR. BILLONE: Okay. I have a
3 question. If you could expand upon what you
4 mean, if you'd give an example, of not crossing
5 three time zones.

6 MS. BROWN: So basically if you're
7 going from west -- if you're going from west to
8 east, you're talking about West, you go to
9 Central, Mountain and then East, and then East.

10 MR. BILLONE: Okay, then it's going
11 out from the Pacific Time Zone?

12 MS. BROWN: Yes.

13 MR. BILLONE: And that doesn't count
14 four points. So it's actually crossing three
15 times zones. So you're crossing, I mean -- well,
16 let's say the origin and destination don't count
17 as a time zone; is that what you're saying?

18 MS. BROWN: Yes, I think it is.

19 MR. BILLONE: You're going from Los
20 Angeles to Washington, how many time zones would
21 that be?

22 MS. BROWN: I'm sorry, Jerry Ellis is

1 going to expound on that for you.

2 MR. ELLIS: Yes. Tom, Jerry Ellis
3 here. We're talking from West Coast to East
4 Coast, in other words originating say in San
5 Diego or Los Angeles and coming to Philadelphia
6 or Washington, D.C., you're going from Pacific to
7 Eastern, that's three time zones. However,
8 Denver to Washington, D.C. is only two time
9 zones.

10 MR. BILLONE: Well, I understand that.
11 I understand that. A lot of these points don't
12 count if you're starting out in the Pacific and
13 ending up in the East Coast because that is not
14 crossing three time zones.

15 MR. ELLIS: But that's only for time
16 band 5, Tom. The West Coast to East Coast
17 allowance from east -- from west to east only --
18 the flights only count in time band 5 crossing
19 three time zones.

20 MR. BILLONE: I'll have to look at it
21 again. But it was a little confusing to me.

22 MR. ELLIS: Okay.

1 MS. BROWN: I think to the point about
2 crossing three time zones, the major difference
3 that you'll see between the two charts is where
4 the points are allocated and where we're placing
5 the value in terms of how we're going to evaluate
6 where the flights are -- where the flights are
7 distributed. And I think that's the major
8 difference.

9 Because if you can look at this slide
10 right here, no points are actually allocated for
11 time band 5, but you can see that in time band 4,
12 the point allocation is different for whether or
13 not a flight does cross or does not cross the
14 three time zones.

15 MR. BILLONE: Okay. I appreciate it.
16 I just need to explain this to my pricing and
17 revenue management people.

18 MS. BROWN: Okay. And then were there
19 any other questions related to the material we've
20 covered in section 3? I think there's one in the
21 room, and then we can take any on the call if
22 there are any.

1 MR. SCHLESSMAN: Will Arizona continue
2 to remain in the West Time Zone? There's an
3 exemption today; is that going to remain?

4 MS. BROWN: I'm sorry, could you
5 repeat the question?

6 MR. SCHLESSMAN: Arizona as a
7 departure state, will that remain in the West
8 Coast Time Zone? There's an exemption today.

9 MR. ELLIS: They normally go to the
10 Pacific. So they need to be on a time zone,
11 they're always, Arizona is always in the West
12 Coast.

13 MS. BROWN: Okay. All right, so the
14 answer to that question is that it is considered
15 crossing three time zones.

16 And before I move on to the next
17 section, was there any other questions on the
18 call from anyone?

19 (No audible response.)

20 MS. BROWN: All right, time's up. All
21 right.

22 I'm going to move on to the next

1 question, I mean to the next section here. So
2 let me move forward.

3 So the next significant change to
4 evaluation criteria was under subfactor 3. This
5 is related to number and type of flights. Not a
6 huge adjustment here. We didn't change the
7 maximum number of flights that we count. What we
8 did change was the point allocation.

9 So for non-stop, now the point
10 allocation is 3. And that's an increase. And
11 whereas for direct, we've decreased that. So
12 direct went down from 1.5 to 1.25, whereas non-
13 stop increased from 2 to 3. So that is the only
14 change that was made to this section here.

15 All right. And then moving into
16 sections M.5 and M.6, which deal with the price
17 evaluation and what percentages of the YCA and
18 the _CA are being calculated to come up with that
19 composite there, which is our evaluated fare.
20 And this year for both groups 1 and group 2, the
21 percentages have changed to where we're now
22 calculating it by .35 percent for YCA and .65

1 percent for the _CA for domestic. International
2 remains the same for both categories.

3 Now what I'm going to do is I'm going
4 to turn this back over to -- I'm going to
5 actually turn it over to Jerry Ellis. He is
6 going to get into more depth about our markets
7 this year.

8 MR. ELLIS: Good afternoon, ladies and
9 gentlemen. You too, Eric Miller.

10 The market selection again this year
11 was based on historical data and customer
12 request. I have up right now the basic
13 information, the number of markets that we have
14 solicited. As you can see, the number of markets
15 again increased this year to 9,856. And actually
16 this is a changing dynamic because actually we
17 added three more markets this morning based on
18 customer requests.

19 So the markets that you saw that came
20 out in the draft solicitation, there are three
21 more extended connection markets at the bottom.
22 They are Boston, Chicago and Dallas/Fort Worth to

1 Nairobi at customer request. So that they're at
2 the bottom of the extended connection markets.

3 We did a slight decrease overall in
4 the Group 2. And many of those decreased markets
5 can be attributable either to them moving to
6 extended connection markets. Because one of the
7 things that we do when we see markets that we
8 solicit in a year that we have no offers, we look
9 at those and say, what can we do to make those
10 markets have at least one offer? And many times
11 in the Group 2 markets we see that because of
12 carrier dynamics and consolidation that we need
13 to move those to the extended connection markets.

14 So you can see as we move on here, we
15 -- the Group 1 -- the Group 2 markets decreased
16 by 9 percent but the Group 1 markets and, more
17 especially the international domestic extended
18 connection markets increased.

19 We have, as you see which is very
20 encouraging, our passenger count estimated is --
21 has increased 20 percent year over year. How
22 this has occurred is, of course, obviously we are

1 soliciting more markets, but also the cutback in
2 travel for Government has subsided a little bit
3 and agencies are doing more and more travel,
4 which is encouraging both to the City Pair Team
5 and, of course, adds more value to our contract
6 program.

7 So as you can see from the dynamics
8 here, if you have any questions about how this
9 happened, obviously I can address those
10 questions.

11 Okay. As Kwanita indicated earlier,
12 we have a new section that is now Tab Number 3 on
13 your Attachment Number 4. We have five markets
14 that occur because of the Fifth Freedom Carriage
15 Rights. And they are all out of Tokyo as you can
16 see, to Bangkok, Seoul, Korea, Shanghai,
17 Singapore and Taipei.

18 Originally we had ten of them but
19 because we were talking to the Department of
20 Transportation and our Legal Department, there
21 was some concern about the agreement between the
22 two foreign countries. And so we decided to err

1 on the side of caution and kind of crawl before
2 we walked and walk before we ran with these new
3 fifth freedom flight markets. So we'll see how
4 these play out. And possibly they will be
5 extended in the future. We certainly hope so.

6 These types of markets, international
7 to international, we think are going to benefit
8 mostly the Department of State and DoD.

9 So here's a breakdown on the numbering
10 system. As you can see there is one slight
11 change from the draft solicitation. You notice
12 that the Group 1 international extended
13 connection markets are line items 4500 to 5819.

14 Are there any questions about the
15 market selections or either within the office
16 here or do we have any from the people on the
17 telephone? Any questions?

18 Okay. That's how the market --

19 MR. BARICH: Jerry, this is Matt --
20 Jerry?

21 MR. ELLIS: Go ahead.

22 MR. BARICH: This is Matt from

1 American Airlines. I'm the site right now, is
2 there a way to follow along on the telephone
3 presentation? I can't keep up with when you guys
4 are speaking.

5 MS. CONCKLIN: You can't see the
6 PowerPoint presentation?

7 MR. BARICH: I'm sure it's on there.
8 I see a bunch of Excel and Word documents from
9 the last couple days that have the RFP and the
10 market. But in terms of following along on your
11 guys' presentation, I didn't see a link for that.

12 MS. CONCKLIN: It's on the invite in
13 the email that was sent out. If you don't have
14 it, then we can send it to you afterwards, but.

15 MR. BARICH: Okay, thank you.

16 MS. CONCKLIN: Oh, they're not seeing
17 it all. Oh, maybe you need to refresh your
18 computer, like just refresh the connectivity.

19 MR. BARICH: Okay, I'll try that.
20 Thank you.

21 MS. CONCKLIN: So next up is business
22 class fare. I kind of reached -- I kind of went

1 over it already. But this year one of the
2 changes, we are submitting passenger counts in
3 each of those markets for the business class.

4 We have also -- I do want to make a
5 note that what went out in the draft, RFP is
6 going to be changed to be -- to state in any
7 bucket in that inventory in business class it
8 currently rates in the -- above the top third.
9 But we are changing it to be any bucket in
10 business class. So that will be a change that we
11 put in when the final solicitation goes out.

12 We're doing our best to work also with
13 the Office of OGP, which is Government-wide
14 Policy, to try to change language when it comes
15 to business class fares. We understand -- we're
16 hearing from suppliers saying if that did happen
17 it's easier to -- we'd see better rates. So we
18 are working on that just so you know it. We
19 can't physically go in there and change it, so we
20 have to use data to show them why this needs to
21 happen. And that's where we are in the process
22 today.

1 Overall, our business class spend in
2 FY15, was \$118 million roughly, almost \$119
3 million. So there is a fair sizeable amount of
4 money that is being spent there.

5 And as you are all well aware of, the
6 FTR does state any flight over 14 hours does
7 allow the traveler to take business class. As
8 well as there's also, I think we discussed at our
9 meeting that we had back in December, some
10 agencies do allow an upgrade over six hours or
11 eight hours, I forget. It's eight hours, I
12 think. So we also want to make sure you're aware
13 that when it comes to coach and where your -- if
14 they're falling within the buckets to potentially
15 allow for an upgrade for the traveler. So keep
16 that in mind as well.

17 Is there a question?

18 MR. KELLERMEYER: This is Morgan from
19 Silver Airways.

20 MS. CONCKLIN: Yes.

21 MR. KELLERMEYER: I'm curious about do
22 you have criteria around the definition of

1 business class or do you leave that up to the
2 carrier -- on international travel?

3 MS. CONCKLIN: Yes. For international
4 travel.

5 MR. ELLIS: It's for international
6 traveler. And some carriers have three classes
7 in service: first, business and coach. Some
8 carriers have business and coach.

9 One thing we are seeing right now is
10 the coach economy or the coach elite, as some
11 carriers are calling them. But true business
12 class, rather than the upgraded coach class, is
13 what we are looking at.

14 MR. KELLERMEYER: Okay, thank you.

15 MS. CONCKLIN: I'm going to let Jerry
16 Bristow talk about audit of the contract fares
17 and get into some details regarding that.

18 MR. BRISTOW: Thank you. Good
19 afternoon.

20 As Lauren was stating, we went through
21 the City Pair contract and when we got to the
22 audit section we felt that there was a number of

1 changes that needed to be made to the audit's
2 part. But taking a look at that we wanted to
3 make sure that we streamlined this so everybody
4 had a specific idea of what was going to be
5 audited. There wouldn't be any doubt as to how
6 we're going to audit and what we're going to
7 audit.

8 So although there is a need to audit,
9 we adjusted that so that it's only audited off of
10 the YCA fare. Any fare issued above the YCA fare
11 on the contract carrier is subject to be audited
12 so that we don't pay any more than what we should
13 out of the contract. Simple as that. You audit
14 fares, you audit carriers, on the contract
15 carrier, any fare above the YCA fare.

16 Has to also be purchased on the
17 mandatory SmartPay card. That's the second part
18 of it. So anything purchased on the mandatory
19 SmartPay card is going to be audited. Anything
20 purchased not on SmartPay, not within the
21 designated numbering system of SmartPay will not
22 be audited.

1 Questions?

2 MR. COYLE: And GTRs as well?

3 MR. BRISTOW: GTRs as well. Sorry.

4 Because there were some there for international
5 travel only on the GTRs.

6 MR. COYLE: George with Delta
7 Airlines.

8 MR. BRISTOW: Hold on, George.

9 MS. CONCKLIN: We can hear you but I'm
10 all the way down here.

11 MR. COYLE: George Coyle with Delta
12 Airlines. And I'm sorry to make you repeat
13 yourself. I hear you loud and clear. This is
14 such an important topic because of what we've
15 experienced through the audits this past year.

16 Is it -- we can now inform our
17 auditing division that receives these notice of
18 collections that this is in fact the only thing
19 we'll see that can be audited. So any other form
20 of memo, collection memo that we receive we
21 deserve that.

22 MR. BRISTOW: But right now this is for

1 the FY '17. We've not revised it back to '16
2 yet. That's still under consideration as we go
3 through some other carriers here, if we have to
4 modify that contract. Okay?

5 MR. COYLE: Okay, so FY '17 forward
6 this will be the only area --

7 MR. BRISTOW: That's correct.

8 MR. COYLE: -- that will be audited?
9 You there? Thank you.

10 MR. BRISTOW: And you'll see that
11 definition, and I'll state it in there, in fact,
12 I'll read this here just to make sure it gets
13 recorded here.

14 "The government reserves the right to
15 issue overcharges whenever the coach fare charged
16 and used on the contract carrier is greater than
17 the awarded YCA contract fare, provided payment
18 was made using an individually or centrally
19 billed government travel account issued under a
20 GSA contract or a GTR."

21 That's the specific definition for
22 being audited. And that's really practical as

1 well for our travel agencies, our TMCs, and how
2 they issue those tickets. They need to know that
3 when they do cost adjustments on their tickets
4 and how they issue leisure in conjunction with
5 official, that this is how this is going to
6 audited when you do that.

7 So you issue the City Pair fare at the
8 YCA fare, and then you issue your leisure in
9 conjunction with official travel with a different
10 form of payment that does not enter into this
11 auditing capability.

12 MR. COYLE: Okay.

13 MR. BRISTOW: Any other questions?

14 MR. BILLONE: Jerry, this is Tom.

15 MR. BRISTOW: Hey, Tom.

16 MR. BILLONE: Yes. Question on that.

17 So the credit card used has to be a mandatory use
18 card?

19 MR. BRISTOW: That's correct. It has
20 to have the designated SmartPay mandatory use
21 card, right.

22 MR. BILLONE: Alright, so that'd be the

1 government agency is using a mandatory use card
2 for non-official travel. So you'll get audited
3 for that, right?

4 MR. BRISTOW: That's correct.

5 MR. BILLONE: And then we can fight
6 that audit with the TMC or whatever and say it
7 was a non-official travel?

8 MR. BRISTOW: They would have to have
9 a notification in there as justification. Yes.

10 MR. BILLONE: Okay, thank you.

11 MR. BRISTOW: Okay.

12 MS. CARLOCK: Jerry, this is Andrea
13 from the Defense Travel Management Office.

14 I just want to make sure that I'm
15 clear on leave in conjunction with official
16 travel, because I see this as being an issue for
17 us.

18 MR. BRISTOW: All right.

19 MS. CARLOCK: We don't have a standard
20 policy that dictates how the services handle
21 leave in conjunction with official travel. So in
22 some instances our services allow the traveler to

1 use their government travel charge card for leave
2 in conjunction with official travel, which in
3 that instance there could be a cost of an airline
4 ticket that would be higher than the YCA.

5 If I'm understanding you correct, a de
6 -- I'm sorry -- an overcharge would then be
7 issued to the air carrier based on this audit
8 rule?

9 MR. BRISTOW: In that market, on that
10 route, yes. They would have to break the fare to
11 show the proper fare on that market.

12 MS. CARLOCK: Okay. Is GSA looking at
13 working with OGP to put policy in place then that
14 would correspond with the use of the travel card
15 then for leave in conjunction with official
16 travel?

17 MR. BRISTOW: When you say that you
18 allow them to use their individual travel card
19 for leave in conjunction with official are you --
20 you may have to be more specific on that. That's
21 somewhat of a general statement.

22 If you're saying that they're

1 authorized to travel from Washington National to
2 Atlanta and the fare is \$200 but they're going to
3 have leave in conjunction with official travel
4 and they're going to Jacksonville, you must issue
5 that ticket for the \$200 first. Then issue that
6 ticket for the additional collection above that
7 YCA fare.

8 MS. CARLOCK: And from a DTMO
9 perspective we're not disagreeing with what
10 you're saying. And we've had this discussion
11 with the services. But what's occurring is the
12 services are allowing the military member or
13 civilian member to charge that leave piece onto
14 their official card. They're only reimbursing
15 them up to that YCA fare. And then when they get
16 their bill, the traveler, they pay whatever that
17 difference is on their bill.

18 So they may charge \$500. \$320 may
19 have been the City Pair, they're only going to
20 reimburse them up to the \$320 but then the
21 traveler is responsible for paying that bill for
22 that additional amount of money.

1 MR. BRISTOW: You have to understand
2 that the fare on that market needs to be no
3 higher than the YCA fare.

4 MS. CARLOCK: Okay. But I'm going
5 back to the standardized requirement because and
6 that needs to be in conjunction with what you're
7 doing here. So you go by that policy and you
8 talk about use of the official card then for
9 leave in conjunction with official travel.

10 MR. BRISTOW: That's a, that's a
11 separate issue that we'll take offline with the
12 Office of Government-wide Policy as well as with
13 the SmartPay people.

14 MR. ELLIS: This is a very slippery --
15 this is Jerry Ellis, GSA. This is a very
16 slippery slope we're going down. Because if
17 you're using the government's official credit
18 card and allowing that customer to use it for
19 personal travel, that is going to generate an
20 overcharge if they use a commercial fare and
21 there is a contract fare between Jacksonville and
22 Washington, D.C. Or at least we're going down a

1 very slippery slope here.

2 MS. CONCKLIN: Yes. We can talk about
3 it offline. But I guess my, my instinct, quick
4 instinct's about maybe the reason why it's being
5 allowed is because who knows how long they're on
6 official travel. And they don't get, they don't
7 get reimbursed before they come back and voucher
8 their trip. And so I'm trying to -- we need to
9 figure this out because I, I --

10 MR. BRISTOW: Have to walk through the
11 scenario.

12 MS. CONCKLIN: We have to walk through
13 it to make sure that we fully understand. And we
14 can meet with OGP and start working that. But I
15 hear what you're saying.

16 MS. CARLOCK: Yes. And I know,
17 Lauren, let me just say the DTMO agrees with you
18 wholeheartedly. So each of the services are
19 choosing to do their own thing. We're not
20 advocating that at all.

21 MR. BRISTOW: Yes, let's make sure
22 that when we have these types of areas that we're

1 all connected together, yes, let's just make sure
2 that we're all connected together so we have
3 these discussions before we end up getting to a
4 situation we may not want to get in.

5 MS. CARLOCK: Okay.

6 MR. BRISTOW: Eric Miller, microphone
7 is coming.

8 MR. MILLER: This is Eric Miller from
9 Department of State.

10 I totally agree with the two ticket
11 process when it happens in the United States.
12 Overseas that's not what we see. We see it's a
13 one ticketing process because BSP can take two
14 forms of payment for one ticket. So that's also
15 another slippery slope. And we would need a
16 judgment for official travel overseas, what is
17 the audit team going to see? And are they going
18 to see what the two points of payment are?

19 So I don't want to -- as the vast
20 majority of the Federal Government spend is in
21 this beautiful country here, I don't to take the
22 team's time. But I think that we need to look at

1 the overseas audits for tickets issued overseas
2 when it's a different process.

3 MR. BRISTOW: If the ticket is issued
4 overseas the cost constructing spread; is that
5 what you're talking about?

6 Mr. Miller: Yes.

7 MR. BRISTOW: Okay, it's the cost
8 constructing spread.

9 Two forms of payment, the government
10 charge card will be issued for the YCA portion,
11 and any additional portion above that where it's
12 a personal charge card, that would be charged the
13 difference between that and the final fare. But
14 you will show that the ticket has been issued,
15 not to exceed the YCA fare using the government
16 charge card.

17 Those are the two factors that is
18 going to trigger audits to look at this. They
19 receive the SmartPay data or the GTR data. It
20 comes back in there to them. There's the YCA
21 fare. The fare that's shown on the SmartPay card
22 is above that, that's what's going to get

1 audited.

2 If it's YCA and below, if it's a fare
3 below the YCA fare, not auditable. Won't be
4 audited. If the fare is above the YCA, you're
5 dealing with two forms of payment, it will be
6 audited.

7 Any other questions? Thank you.

8 MS. CONCKLIN: Jerry, you have a
9 question.

10 MR. SCHLESSMAN: First of all, how is
11 audits team overseeing the O&D if it's a cost
12 concern, because they're going to have an O&D
13 from whatever the FTR or ordered travel is?

14 And then my second question is, you've
15 added the language to allow carriers to refund
16 proactively before the audit process. And we
17 really appreciate that. But I just want to
18 verify that something we're allowed to do but not
19 required to do?

20 MR. BRISTOW: Yes, with regards to
21 that, we're getting actually better data from our
22 SmartPay and it's in a more timely fashion. And

1 so when those refunds are pre-refunded prior to
2 the audit, we may be able to see that now.

3 So as this data gets better, we'll be
4 better prepared to see the refunds that come in.
5 And that's we're going to be checking for also.
6 We're going to check and see. If it's been
7 refunded already, we're okay. And part of that's
8 because they see it's an overcharge but someone
9 else saw it was an overcharge and the ticket's
10 been refunded. Then I would come back after you
11 on that.

12 MS. CONCKLIN: Right. But his
13 question was making sure that it's not required.

14 MR. BRISTOW: Right.

15 MS. CONCKLIN: It's not, it's not,
16 Jerry.

17 MR. BRISTOW: What you're doing right
18 now is optional.

19 MS. CONCKLIN: Yes.

20 MR. BRISTOW: Correct.

21 MR. SCHLESSMAN: And it will remain
22 optional?

1 MR. BRISTOW: That's correct.

2 MR. SCHLESSMAN: Okay, thanks.

3 MS. CONCKLIN: So moving on. We
4 finalized FY '15. We are at 58 percent _CA in
5 the revision.

6 We wanted to go over, because we are
7 changing the weighting average. One of the
8 reasons why we're trying to get it close to
9 realistic is what is actually happening with the
10 YCA and _CA.

11 Our team has been working -- we'll get
12 into a little more detail -- but our team is
13 working very closely, like I said, with the
14 booking engine as well as we started the new
15 auditing process this year. And I think those
16 two things combined are really helping see our
17 _CA usage go up. And we're monitoring each
18 quarter this year and we're doing extremely well.

19 So we are seeing utilization. That's,
20 one, because the airlines are doing what they
21 said they promised they would do.

22 And, two, we're, travelers are

1 choosing those when they are available.

2 So all of this combined, we did end up
3 FY '15 with a 58 percent. And we are moving to
4 the new percentage of 65/35.

5 Any questions around that?

6 (No audible response.)

7 MS. CONCKLIN: As I mentioned earlier,
8 gold standards are something that's becoming
9 important when it comes to configuration. For
10 the first time our team, CPP, has actually sat
11 down and walked through both of the engines, both
12 sides, seen what their off-the-shelf looks like
13 and put together a gold standard configuration
14 for both booking engines.

15 We also, in line, in line with this,
16 have started to work with our actual individual
17 customers where we are showing them what their
18 individual usage is, what their buying behaviors
19 are, and working with them to increase the way --
20 change the way that they book as well.

21 So our partnership is both with ETS
22 and DTMO. And we have established new working

1 relationships, new processes in trying to change
2 the way travelers are traveling in federal space
3 to capitalize on these great _CA prices that we
4 do get, and also trying to get them to book in or
5 out.

6 Any questions?

7 (No audible response.)

8 MS. CONCKLIN: As we're coming to a
9 close we would like to put this up on the screen
10 again. These are only tentative. But this is
11 the upcoming dates that we have on the schedule.

12 As Kwanita has mentioned about the
13 COPS system and testing, we highly recommend
14 going in there and using it prior to the actual
15 launch, especially for new criteria, for the new
16 points and such, to go in there, play with it and
17 make sure there's no questions.

18 We are trying to award this year by
19 late July, which gives us almost, hopefully, at
20 least three weeks, almost three weeks earlier
21 than we've done in the past. It's really
22 important from our perspective that the earlier

1 we can award, the earlier the fares are loaded,
2 therefore, the earlier travelers can take
3 advantage of those fares. And that is our main
4 goal.

5 And you'll also notice that one big
6 change from the customer side of the house is
7 we're going to be doing two levels of special
8 board review. So the special board does get
9 together, they go through some of our big markets
10 and make decisions and discuss and, you know,
11 report back to the evaluation team. And then the
12 evaluation team will come back to meet again and
13 say here is what's happened. Do you still agree?

14 So we're adding another line from the
15 customers' perspective, since they are the ones
16 actually purchasing these fares. So we get their
17 input not once, but not twice. That's a new add
18 for us this year.

19 Any questions regarding the schedule?

20 MS. BROWN: And one thing to note for
21 the comments, if you can make sure that you email
22 those to myself. My contact information is

1 listed in the RFP as well as also to
2 onthego@gsa.gov. That way we can have a
3 cumulative repository for any comments or
4 questions that come in.

5 MR. BRISTOW: Identify yourself for
6 people on the phone.

7 MS. BROWN: And this is Kwanita Brown.

8 MS. CONCKLIN: Yes, George?

9 MR. COYLE: George Coyle, Delta
10 Airlines.

11 The document that we received a few
12 days ago there was roughly 30 pages of proposed
13 changes. One of those addressed, at Section F.7,
14 the City Pairs activity reporting. And it's,
15 it's looking for an additional column called
16 "Total Number of Flights."

17 And this is, this is a little bit
18 confusing. I'm not sure what you're asking for.

19 You know, today we give you a usage
20 report, a breakdown between YCA and _CA trips and
21 percentages. If this is connected to that report
22 and it follows an entirely different database,

1 it's a tall order. And I'm not sure what value
2 the total number of flights used is to the
3 Government.

4 Can you help elaborate? It's page 11.

5 MS. CONCKLIN: I think that, if I --
6 and I'll ask my team to correct me if I'm wrong -
7 - but for the reasons why, are you saying that's
8 a difficult ask?

9 MR. COYLE: It is. It requires
10 significant workload on our part. It requires
11 tapping into a completely separate database. And
12 I'm not really certain what's being asked for
13 when you say adding a column of total number of
14 flights. What are you asking for? Total number
15 of passengers? Or physical usage?

16 MS. CONCKLIN: No. Actual physical
17 flight itself.

18 I think that the reason why we're
19 asking for this is because of how behind the
20 scenes we're doing this data that we are
21 purchasing. So we can see how it runs as far as
22 what's actually happening. And so we want to do

1 all this to make the report of our flights so we
2 can analyze that against the data that we're
3 getting to make sure we can go to this automated
4 program.

5 If this is a huge -- is it just for
6 your airline or is it across the board is this an
7 issue as providing the total number of flights?
8 So we can -- we would like to go to an automated
9 process so you guys don't have to put this in
10 every year. And we want to validate on the side
11 this year to see if it's a realistic measure that
12 we can use in that.

13 MR. BILLONE: This is Tom from United.

14 I'm going to have to check with my
15 reporting people.

16 MS. CONCKLIN: Okay. This is going
17 into the draft and this is what we need. So we
18 want the report once you guys compile it. And
19 we'll take that feedback.

20 So if you really wouldn't mind, if you
21 could get back to us on an individual basis and
22 let us know and we can go from there. But the

1 reason why we ask for it is so we can validate
2 the data that we have.

3 MR. COYLE: Okay. Lauren, I'm still
4 unclear because it did involve total number of
5 segments. Could you go a little bit further?
6 And also understand why this is requested?

7 MS. CONCKLIN: Yes, we do -- it's a
8 total number of segments, correct? Because we --
9 yes, it's a total number of segments in that
10 month. Isn't it a month by month.

11 MS. BROWN: So, yes, I think it's
12 probably number of segments.

13 MR. COYLE: Segments, not flights.

14 MS. CONCKLIN: Yes, total number of
15 segments, not flights.

16 Yes, we'll clarify. We can send a
17 more-clarifying email to everyone and you guys
18 can let us know about the feedback.

19 MR. SCHLESSMAN: Our problem with this
20 is passengers, where we're getting that
21 information on passengers on our Segments are
22 quite different. We'll verify that for you.

1 MS. CONCKLIN: Okay.

2 MR. SCHLESSMAN: We'll check it.

3 MS. CONCKLIN: Okay.

4 MR. MILLER: Lauren, hi.

5 MS. CONCKLIN: Hi.

6 MR. MILLER: Eric from the Department
7 of State. Clarify that the business class fares
8 will remain non-mandatory?

9 MS. CONCKLIN: Correct.

10 MR. MILLER: So it's still non-
11 mandatory?

12 MS. CONCKLIN: It's not in the FTR.
13 Yes.

14 MR. MILLER: Okay. At some point we
15 would like to see the concept of premium economy
16 brought into the City Pair Program. As the
17 products keep evolving there will be a lower cost
18 alternative for Department of State if we were
19 hit with a set level.

20 MS. CONCKLIN: Yes. We know you guys
21 have so unique differences with regard to other
22 customers. And that's something we did voice to

1 some of the suppliers as far as the way you guys
2 set up your -- the policies that you have in
3 house. So that's something we can maybe do for
4 this.

5 MR. MILLER: Okay, thank you.

6 MR. SCHLESSMAN: We wanted to clarify
7 point five with minimum service, basically
8 changing the language from two calendar days to
9 two working days. I'm not entirely sure we agree
10 with that. We frequently get notifications that
11 minimum service isn't met on Friday afternoon.
12 I'm usually not filing fares on Saturday and
13 Sunday.

14 It is really hard for us to make those
15 changes. We'll always try to make the mod as
16 soon as we can, but two calendar days is going to
17 be very difficult for us to meet.

18 MS. BROWN: Okay. We'll, we'll
19 definitely go back -- I'm sorry. This is
20 Kwanita. We'll definitely go back and revisit
21 that and determine if it's more appropriate to
22 meet a calendar versus working.

1 MR. SCHLESSMAN: Thanks. And I have
2 one more question about CA, if I can go ahead
3 with one more where you're mentioning
4 distribution changes. If a carrier changes
5 distribution during the contract period that
6 you're not allowed to charge a service fee?

7 MS. BROWN: That, oh, that was
8 actually one that we revisited. So if you
9 download the revised copy you will that it's been
10 eliminated.

11 MR. SCHLESSMAN: Okay.

12 MR. COYLE: Actually you just answered
13 one of my questions. This is George with Delta.

14 I also want to ask a question about
15 the IATA Bilateral Interline E-ticketing
16 Agreement inclusion. That's Section K.7, as you
17 know, in the documents we received. To the best
18 of my knowledge everybody has electronic
19 ticketing with their code share partners.

20 Can you elaborate as to why that
21 inclusion is necessary or if there are some that
22 do not provide e-ticketing?

1 MR. RUESINK: This is Tom Ruesink.
2 What we are -- one of the reasons
3 there is we're looking at the code sharing, and
4 we're looking at third party data and getting
5 towards more transparency so that we just take
6 schedule data, one of the things we found is that
7 the schedule data from like a third party like
8 an OAG, that's one of the criteria that they pull
9 from. So it's just being consistent with that.

10 So that's what they use as their
11 criteria in order to show code shares. So if
12 it's not, it's not in that Bilateral Agreement
13 then it doesn't sort of get pulled from the OAG
14 files. So that's why: so just trying to be
15 consistent.

16 MR. JOHNSON: Hello. This is Jay
17 Johnson from the U.S. Transportation Command.

18 Actually I have two quick questions.
19 One is on the CRAF Program, George had mentioned
20 that I guess in your airline the CRAF Program is
21 a separate and distinct business process that's
22 not linked with the City Pair Program. And so my

1 question is -- and I don't know if an answer's
2 available -- but in general is this a practice
3 with all airlines or?

4 So I see it's not. So, okay,
5 appreciate that information.

6 Second question is --

7 MS. CONCKLIN: You got your also.

8 Thank you.

9 MR. JOHNSON: Okay. Also on the data
10 that you had put on slide five, the SmartPay
11 screen data. Is that data the completed ticketed
12 price, and saying it includes taxes, baggage
13 fees, etc., or is it just the City Pair fare?

14 MR. ELLIS: Yes, I was just going to
15 pull -- this is Jerry Ellis, GSA. From my
16 airline background I can say almost every airline
17 separates the CRAF from the City Pair because
18 City Pair comes under use and sales and your
19 management, whereas the CRAF Program comes under
20 operations. So they're usually generated and
21 administered by two separate departments within
22 the airline.

1 MS. CONCKLIN: And to -- Lauren
2 Concklin -- and to elaborate on your second
3 question, this is the total of the fees and
4 passage, but baggage we, we are working with the
5 suppliers because currently it's hard to
6 understand what baggage fees are and the way that
7 they get broken out as far as the way they're
8 included in SmartPay. It could be once we gather
9 those other things.

10 So that is a definite thing that we're
11 trying to figure out how to get a handle on
12 because it definitely goes back to the true cost
13 of the ticket. And that's why we're hoping to
14 work with our suppliers more to figure out what a
15 true cost of the ticket is.

16 MR. SURRATT: Hello. This is Derrick
17 with British Airways.

18 And I was just wanting to ask you for
19 clarification. Will Washington Dulles and
20 Baltimore/Washington still be considered or rated
21 as one market Washington, the way it is
22 currently?

1 MS. CONCKLIN: Yes.

2 MR. SURRETT: And as a follow-up. You
3 show in the GDS and the online booking tool as
4 one market as opposed to kind of separated out?

5 MS. CONCKLIN: They're separated out.

6 MR. SURRETT: Okay.

7 MS. CONCKLIN: Yes. Yes. That's how
8 it's treated.

9 MR. SURRETT: Okay.

10 MS. CONCKLIN: Yes, they're separated
11 out.

12 MR. COYLE: Lauren, this is George
13 again with Delta.

14 Just going to request the online --
15 well, currently there's a printed copy of the
16 Transportation Handbook that's maybe 10, 12 years
17 old. It's outdated. It would be a great
18 template to work from if we could move to an
19 online handbook that basically helps --

20 MS. CONCKLIN: Provide the
21 information.

22 MR. COYLE: Yes. So help us around

1 the globe because we're getting requests from all
2 over, internationally and they can be ticketing
3 related. Perhaps a new purpose data, might be an
4 embassy location or something. And they're not
5 exactly familiar with what is a government fare,
6 how they go about ticketing, what these events
7 are. So if there was a reference material online
8 that we could direct people to -- and I'd
9 actually, we have it in part of the task force
10 development, that would be extremely helpful.

11 MS. CONCKLIN: That's my target number
12 three, of more open data. Thank you for that. I
13 think working together on stuff like that will
14 definitely be beneficial to our travelers.

15 MR. MILLER: Yes, we're seeing the
16 question -- this is Eric with Department of State
17 -- that one of the big things that should come up
18 more is what is Fly America Act?

19 And our interpretation is it's the
20 flight number. It doesn't matter if it's
21 validated on KLM, Air France, anybody, the
22 validation no longer matters. And we were

1 reaching out to try to get an answer on this to
2 have it in writing to forward people to the GSA
3 website. But as George mentioned this morning,
4 your document is about 12 years old.

5 MS. CONCKLIN: Yes.

6 MR. MILLER: So that's something that
7 keeps bubbling up. And we understand it. And it
8 is the flight number will satisfy the Fly America
9 Act, not the document that it's issued under.

10 MS. CONCKLIN: We get -- Go ahead.

11 MR. BRISTOW: To clarify that, it's
12 also the airline designator and the flight number
13 that designates the Fly America Act, not just the
14 flight number.

15 MR. MILLER: What is the designator?

16 DL?

17 MR. BRISTOW: It would have to be
18 Delta, American, United designator carrier code.

19 MR. MILLER: The U.S. carrier code.

20 MR. BRISTOW: The U.S. carrier code.

21 Now, how that ticket is issued and who
22 the plating carrier is can be the one that has

1 the BSP in that area. But that ticket, the Fly
2 America Act pertains to the designated carrier
3 and their flight number, which is the U.S.
4 carrier and their flight number.

5 MS. CONCKLIN: Any other questions?

6 MR. SCHLESSMAN: We have lots of
7 issues.

8 One quick question. I know you have
9 a continuous practice that we are concerned with
10 regarding negotiations. I know that practice
11 will always continue because it obviously
12 provides value for the government travelers. We
13 certainly appreciate that.

14 One thing that we disagree with is
15 that the GSA is continuously picking winners and
16 losers. You are asking specific carriers to
17 change or modify their bid. And you don't know
18 what markets are important to me. I could be
19 trying to increase my traffic in a certain
20 market. But and you're now asking one carrier to
21 go re-bid on that market.

22 I'd like to see the negotiation

1 markets made open to all carriers to allow us to
2 know there's another carrier being given a market
3 to re-bid on, that we have that same opportunity
4 if that's a market that's important to us.

5 MS. CONCKLIN: Moving, so moving
6 forward for this year, if -- Kwanita kind of has
7 an option of going back to an airline in that
8 market, all airlines will be asked to also submit
9 a rebid if they choose. So moving forward that
10 is a change, we are making sure if one airline is
11 being asked, they all will be.

12 MR. SCHLESSMAN: Every airline.

13 MS. CONCKLIN: Yes.

14 MR. SCHLESSMAN: We appreciate that.

15 MS. CONCKLIN: Yes. Does that help?

16 MR. BARICH: This is Matt from
17 American.

18 MS. CONCKLIN: Yes.

19 MR. BARICH: I was very frustrated on.
20 Our take on that is you're asking us to evaluate
21 ourselves based on the peak in July. So I don't
22 think we have an issue if that service isn't

1 published, dated September before the contract
2 period.

3 But we think that's unfair that one
4 carrier may have an advantage versus the rest of
5 the carriers when Group 1 is due in early March
6 and there is no actual file for that specific
7 market. And it's being put in, because they know
8 internally that that may change and we'd open
9 that to the rest of the carriers.

10 MS. CONCKLIN: First, I hear what
11 you're saying. The first thing we did this year
12 as far as the number we want individually by
13 supplier. And suppliers asked for a time line, a
14 time gate to go off of. And the majority of
15 respondents did agree with the time that we use
16 currently.

17 As far as, as far as the planned
18 service, we will take that into consideration.
19 And we will think about it and we will get back
20 to you all as far as your thoughts on that.

21 MR. BARICH: Okay, thank you.

22 MR. COYLE: George Coyle, Delta

1 Airlines.

2 In Section B.4 there is an update that
3 reads, "The intent is that the Government shall
4 receive the _CA terms 65 percent of the time
5 domestically, and 60 percent of the time
6 internationally."

7 We touched on this a little bit
8 earlier. That's all well and good, it doesn't
9 appear that that's something that you're planning
10 to audit according to what Jerry, as Jerry puts
11 that number.

12 MS. CONCKLIN: No.

13 MR. COYLE: However, I'm wondering why
14 that language is even in the agreement?

15 MS. CONCKLIN: I'm -- make sure I
16 understand. The _CA, the _CA used, the _CA
17 offered and YCA? Is that?

18 MR. COYLE: It's actually Section 3 of
19 -- I'm sorry, page 3 of the document that you
20 sent out. And it says, "The intent is that the
21 Government shall receive the _CA fare at least 65
22 percent of the time domestically, and 60 percent

1 of the time internationally."

2 Why are you guys inserting this --

3 MS. CONCKLIN: Yes.

4 MR. COYLE: -- this load package? I
5 mean depending on when that government traveler
6 goes about making the reservations they may or
7 may not --

8 MS. CONCKLIN: We, we are auditing on
9 the availability. So we have our team auditing
10 on it, making sure it's available. We cannot
11 hold the suppliers to what the government
12 traveler chooses, but we are auditing to make
13 sure it is there and available.

14 We're doing random audits to validate
15 that we're seeing the fares, actual fares
16 offered.

17 MR. COYLE: So in terms of clarity,
18 when you say "available" you're talking about is
19 that, is that fare in the hierarchy, is that fare
20 available, not whether or not there are seats
21 still open at that particular point, --

22 MS. CONCKLIN: Yes.

1 MR. COYLE: -- but rather that there
2 is that fare in the market?

3 MS. CONCKLIN: Correct. One point
4 that that fare was available.

5 MR. COYLE: So it could be sold out
6 however?

7 MS. CONCKLIN: Correct. Correct.

8 MR. COYLE: Okay. All right. Well,
9 it's just a guess my understanding of the way
10 it's currently worded.

11 MS. CONCKLIN: I think the wording's
12 exactly the same as last year. It's just the
13 percentage change from 70 to 65.

14 MR. COYLE: It's actually more of an
15 initiative, I would think, for the Government.

16 MS. CONCKLIN: Well, it's also going
17 to be evaluated.

18 MR. COYLE: It's part of the
19 evaluation?

20 MS. CONCKLIN: Yes, it's part of the
21 evaluation.

22 MR. COYLE: Okay. Well, the primary

1 concern is that it's not something you audit
2 based on your true availability. That's why I
3 brought it up.

4 MR. BRISTOW: Just that the inventory
5 is there.

6 MS. CONCKLIN: Yes.

7 MR. COYLE: Okay. Fair enough.

8 MS. CONCKLIN: Any other questions on
9 the phone or around the room?

10 MR. BILLONE: Tom Billone, United.

11 MS. CONCKLIN: Yes?

12 MR. BILLONE: Okay. To follow-up with
13 what George was asking, so we have it clear in
14 our heads.

15 So you're not saying that the dash CA
16 be available a percent of the time in a specific
17 fare, but should be available in 60 percent of
18 the market that we bid?

19 MS. CONCKLIN: No. No.

20 I want to make sure to make it clear.
21 You are evaluated on a market by market basis.
22 Each market is its own separate contract with

1 that carrier. So you have to offer that _CA 65
2 percent of the time in that market it's being
3 offered, every flight.

4 MR. BILLONE: All right. So there's
5 often a certain price that we offer may be sold
6 out. So we get a zero percent on that; is that
7 correct?

8 MS. CONCKLIN: Correct. Yes, it's
9 sold out. If it sells out, that bucket sold out,
10 you know, we understand low capacity.

11 I, we want, I want to make sure it's
12 clear is, for example, you can't, you cannot if
13 you take a market, if you take a week Monday
14 through Friday, and let's say Monday, Tuesday and
15 Wednesday you're offering it 100 percent of the
16 time or -- you know, I'm just throwing out a
17 number -- but Thursday and Friday you're not
18 offering it at all. It has to be by flight. Each
19 flight has had to be offered at least 65 percent
20 of the time on _CA.

21 Now, when it sells out and that bucket
22 gets filled, that, we understand that happens, we

1 understand how low capacity works.

2 MR. BILLONE: Okay, thank you.

3 MR. RUESINK: And maybe to help
4 clarify this. So this is Tom Ruesink.

5 Maybe to clarify, the 65 percent is an
6 overall threshold that we can look at to say, you
7 know, for example let's say is there markets that
8 we're not getting actual, you know, the actual
9 usage. Then from there it goes to availability;
10 we're actually doing availability audits of those
11 problem markets.

12 So 65 percent is a threshold. So if
13 we're leaving it at 65 percent, we want to start
14 there. So we're actually lowering the threshold
15 that we're looking at because we're only trying
16 to get 65 percent from an overall usage
17 standpoint.

18 Where at the same time, you know, from
19 an availability standpoint I think it's the
20 spirit of the contract. If you look and see it's
21 provided a third, the spirit of the contract is
22 that it's, you know, available on every flight.

1 And we understand it's sold out but then it's
2 not, you know, that there's not certain days of
3 the weeks or flights that's never offered.
4 That's kind of the spirit of the contract.

5 So that's just from a technical
6 standpoint. We certainly understand that
7 inventories close out. I think the overall
8 contract tries to not get too prescriptive and
9 onerous. We'd say above your bottom third you
10 can manage that with the spirit that some point
11 that traveler had a chance to book a fare on that
12 flight.

13 MS. CONCKLIN: I think George --

14 MR. BILLONE: But, you know, sometimes
15 you read this saying we have to offer a fare 65
16 percent of the time. Depending on when you're
17 booking it, you know, it could not be available.

18 MS. CONCKLIN: Correct. Correct.

19 MR. BILLONE: So realizing that you're
20 taking into account the likelihood of being sold
21 out. So I've got five flights a day and five
22 flights a week at a specific City Pair, I should

1 have that space or whatever available, so we had
2 the inventory on those flights 65 percent of the
3 time.

4 MS. CONCKLIN: Yes. We completely
5 understand load factors. We understand where
6 load factors are at right now with the airlines.

7 To make it the easiest to understand
8 is if it's the flight's open today at this very
9 second you wouldn't be able to see those seats
10 available. We understand that at times when
11 people go to book they could be closed out
12 because that bucket fills up. That we
13 understand. And when our travelers book does
14 make a difference on whether or not they get that
15 _CA fare.

16 And we make that very clear to the
17 customer that it's all about when they book. And
18 the closer, the longer they wait, the higher
19 likelihood that that _CA will not be available,
20 especially in our top markets.

21 MR. BILLONE: Okay, thank you.

22 MS. CONCKLIN: Yep.

1 MR. SCHLESSMAN: Sorry. Today the GSA
2 gives a 2 percent price consideration for first
3 bag waivers. Has the GSA ever done any analysis
4 to determine --

5 MS. CONCKLIN: Yes.

6 MR. SCHLESSMAN: -- the correct price
7 levels on that for free bags? Did you study
8 that?

9 MS. CONCKLIN: Yes. So we did a --
10 our team is really very vigorous. Everything,
11 when we make decisions there's a lot of modeling
12 and a lot of analysis done.

13 Now, with that said, I did say to my
14 team this month that I think we need to go back
15 and revisit that. It didn't get done. And I
16 think we need to go back and revisit that, that
17 value. I think that will be a goal that we'll do
18 this year.

19 But, yes, it wasn't just pulled out of
20 thin air, and it was evaluated from data and
21 numbers that we had.

22 MR. SCHLESSMAN: The large portion of

1 our travelers we're giving free flight bags to
2 aid our travelers. What I was wondering is
3 whether they're also getting free bag waivers to
4 use going forward? If that's the right number.
5 And counting on your data sharing work, we would
6 really like the majority sharing data. I know
7 you guys use benchmarks for your data. We have
8 much better benchmark data internally. We can
9 tell you exactly what our brokers are paying,
10 what my customers are paying. Do we want to
11 share that?

12 MS. CONCKLIN: That is music to my
13 ear. So, yes, I think I met with all the
14 suppliers prior. I went on maternity this
15 summer. And so I think I was able to work for
16 that happening this time. It was a mixed bag
17 though.

18 But I would love to get to the point
19 where we can share the data that you have and we
20 have so we can get more informed both all the way
21 around and we're all on the same sheet of music.
22 So I think we'll pick that back up. And that's

1 actually a goal from our side of the house as
2 well.

3 MR. MILLER: Hey, Lauren, it's Eric
4 Miller again, Department of State.

5 I understand of course is this _CA
6 available, is it sold out. You do a slice in
7 time and it's there or not. But I hope the GSA
8 is also aware it depends on where you're buying
9 this. Because many U.S. carriers close inventory
10 based on point of sale.

11 So if you try to buy a QCA in Germany,
12 it's closed. But you can buy a QCA in the United
13 States of America. So I think there needs to be
14 a deeper dive into carrier practice of closing
15 point of sale inventory based on location.

16 So you think that, great, we just
17 awarded this wonderful fare to Nairobi but then
18 our embassy can't buy it because the carrier
19 turns off point of sale Nairobi inventory.

20 MS. CONCKLIN: Okay.

21 MR. MILLER: So if you kept a YCA you
22 would have been better off.

1 MS. CONCKLIN: Okay.

2 MR. MILLER: So that's something for
3 the GSA to consider.

4 MS. CONCKLIN: Yes. That would be
5 quite useful.

6 Any other questions? On the phone,
7 are we good?

8 I do want to close with just some
9 point of contact information so you all have it.
10 You have the contracting side of the house and
11 their information as well as the main points of
12 contact on the PMO side of the house with our
13 phone numbers.

14 So, again, feel free to reach out with
15 questions. And we do have some follow-up items,
16 these items get provided for the team to
17 consider. And we will definitely take those back
18 and reconvene the team and get back to you guys.

19 MS. BROWN: They got two weeks for
20 questions?

21 MS. CONCKLIN: Two weeks for
22 questions.

1 MR. BILLONE: Tom Billone. This
2 presentation will be put online?

3 MS. CONCKLIN: Yes. We can send it
4 out. Yes.

5 MR. BILLONE: All right, thank you.

6 MS. CONCKLIN: And then I also want to
7 -- we did create an inbox for the City Pairs
8 team, and it's up there under Program Related
9 Issues. So, for example, you could reach, you
10 could email that out and it will pretty much hit
11 all of us on the team in case it's a question you
12 probably need answered right away. So feel free
13 to use that email under the Program Related
14 Issues. And then Contracting has their own as
15 well.

16 Oh, yes, the date for comment, you
17 have until 2/15.

18 MR. BRISTOW: Not 2:15. The date.

19 MS. CONCKLIN: 2/15.

20 MR. BRISTOW: February 15th.

21 (Laughter.)

22 MS. CONCKLIN: You've already done

1 your comments. No more comments. Closed shop.

2 No, February 15th is the last day for
3 comments. So again, this is why we do a draft.
4 Comments are open and we'd like to understand
5 your thoughts and feelings before we go into the
6 live solicitation, so.

7 With that said, thank you everyone,
8 and have a great week.

9 (Whereupon, the above-entitled matter
10 went off the record at 2:44 p.m.)

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A			
\$118 56:2	agree 67:10 74:13 80:9 90:15	1:21 5:11,15 6:1,3	62:2 69:1,4,6
\$119 56:2	agreement 52:21 81:16 82:12 91:14	analyze 77:2	auditing 59:17 61:11 71:15 92:8,9,12
\$200 64:2,5	agrees 66:17	Andrea 2:8 62:12	audits 59:15 68:1,18 69:11 92:14 96:10
\$320 64:18,20	ahead 19:16 21:4,7 53:21 81:2 87:10	ANDREW 2:4	authorized 64:1
\$500 64:18	aid 100:2	ANGELA 2:6	automate 9:18
able 15:18 21:16 22:9 27:20 28:10 70:2 98:9 100:15	air 2:4 18:16,20 19:10 19:19 21:5,14 26:1 43:16 63:7 86:21 99:20	Angeles 45:20 46:5	automated 10:2 29:10 33:1 34:4 77:3,8
ABOID 2:2	airline 11:10,14,16 21:10 63:3 77:6 82:20 83:16,16,22 87:12 89:7,10,12	ANGIE 2:22	availability 92:9 94:2 96:9,10,19
above-entitled 104:9	airlines 2:7 11:19 20:20 23:17 27:13,19 41:12 44:22 54:1 59:7,12 71:20 75:10 83:3 89:8 91:1 98:6	announce 27:10	available 9:8 72:1 83:2 92:10,13,18,20 93:4 94:16,17 96:22 97:17 98:1,10,19 101:6
access 15:16	Airways 3:9 29:16 56:19 84:17	answer 33:10 48:14 87:1	average 71:7
account 60:19 97:20	Alaska 2:10,20	answer's 83:1	award 8:18 13:12 14:1 28:3,21 30:2,3 31:1 73:18 74:1
accurately 27:20	ALEX 2:13	answered 81:12 103:12	awarded 28:13,19,22 60:17 101:17
acquisition 5:17 25:8 29:22	align 26:3	answers 29:1	awards 28:5,8
Act 86:18 87:9,13 88:2	aligns 12:18	anticipated 15:2 16:8	aware 12:12 14:3 56:5 56:12 101:8
active 13:21 22:22	allocate 36:2 41:17,19 43:11	anticipating 15:10,22 16:6	
actively 19:3 22:22 26:15	allocated 18:2 35:1,6,8 36:8 40:15 41:1,22 43:3 44:4 47:4,10	anybody 86:21	B
activity 75:14	allocation 38:14 39:2 39:22 40:2,4 41:4,21 47:12 49:8,10	apologies 7:8	B 19:13 26:3
actual 10:1 34:11 72:16 73:14 76:16 90:6 92:15 96:8,8	allocations 37:18 40:10	apologize 39:17	B.4 91:2
add 22:19 40:16 74:17	allow 15:6 25:21 26:22 56:7,10,15 62:22 63:18 69:15 89:1	appear 91:9	back 10:14 19:11 22:16 28:7,10 30:4,11 41:7 41:10 50:4 56:9 60:1 65:5 66:7 68:20 70:10 74:11,12 77:21 80:19 80:20 84:12 89:7 90:19 99:14,16 100:22 102:17,18
added 17:12 26:20 50:17 69:15	allowed 66:5 69:18 81:6	appears 44:16	background 33:21 83:16
adding 27:14 74:14 76:13	allowing 27:2 64:12 65:18	application 15:11	bag 99:3 100:3,16
addition 25:11 27:6 43:15	alluded 16:14	applying 39:10,21	baggage 83:12 84:4,6
additional 8:4 12:10 14:10 17:12 23:13 26:16 42:14 64:6,22 68:11 75:15	Alright 61:22	appreciate 23:17,20 27:14 47:15 69:17 83:5 88:13 89:14	bags 99:7 100:1
address 14:14 20:3,4 52:9	altered 34:21	appropriate 14:13 22:8 80:21	Baltimore/Washington 84:20
addressed 7:15 10:19 75:13	alternative 79:18	approval 19:3 26:16	band 34:19 36:10 37:19 38:14 41:13 42:12 46:16,18 47:11,11
addressing 10:11	AMC 3:5 18:20	approved 14:20	bands 35:9,11,12 36:2 38:9 40:1
adds 52:5	America 1:1 86:18 87:8 87:13 88:2 101:13	April 16:7	Bangkok 52:16
adjusted 43:1 58:9	American 2:3,12 3:5,7 23:17 27:13 54:1 87:18 89:17	area 4:7 60:6 88:1	BARBARA 2:2,13
adjustment 18:14 24:14 49:6	amount 11:17 56:3 64:22	areas 66:22	BARICH 2:3 53:19,22 54:7,15,19 89:16,19 90:21
adjustments 18:18 61:3	AMY 2:7	Arizona 48:1,6,11	BARRY 3:12
administered 83:21	analysis 99:3,12	asked 76:12 89:8,11 90:13	based 27:5 28:13,20 35:1,8 36:2,3,8,14,16 37:14,19,20 38:13,15 40:1,10,12 42:1,6
Administration 1:1,9 3:15	Analyst 1:15,16,18,20	asking 21:20 75:18 76:14,19 88:16,20 89:20 94:13	
advantage 74:3 90:4		aspect 29:11	
advocating 66:20		ASSIA 2:2	
Affairs 2:5 3:4		assigned 15:15	
afternoon 50:8 57:19 80:11		Atlanta 64:2	
agencies 30:18 52:3 56:10 61:1		attachment 12:10,13,15 12:17,21 17:6 25:12 25:16,19 52:13	
agency 62:1		attention 7:22 18:13	
agenda 6:10 7:10		attributable 51:5	
ago 75:12		audible 11:7 42:18 48:19 72:6 73:7	
		audit 57:16,22 58:6,7,8 58:13,14 62:6 63:7 67:17 69:16 70:2 91:10 94:1	
		audit's 58:1	
		auditable 69:3	
		audited 58:5,9,11,19,22 59:19 60:8,22 61:6	

43:20 44:3 50:11,17
63:7 89:21 94:2
101:10,15
basic 50:12
basically 16:14 18:4
24:22 34:22 35:8,12
38:4,9 39:10 43:1,4,7
45:6 80:7 85:19
basis 32:20,21 77:21
94:21
beautiful 67:21
becoming 72:8
beginning 8:10 26:3
behaviors 20:18
believe 72:2 26:21
believes 31:13
benchmark 100:8
benchmarks 100:7
beneficial 86:14
benefit 24:4 53:7
best 55:12 81:17
BETH 2:17
better 8:15 9:3 55:17
69:21 70:3,4 100:8
101:22
beyond 20:15
bi 23:1
bid 27:16,20 88:17
94:18
big 74:5,9 86:17
biggest 21:18
Bilateral 81:15 82:12
bill 64:16,17,21
billed 60:19
Billone 2:3 44:21,21
45:2,10,13,19 46:10
46:20 47:15 61:14,16
61:22 62:5,10 77:13
94:10,10,12 95:4 96:2
97:14,19 98:21 103:1
103:1,5
bit 21:1 29:7 43:17 52:2
75:17 78:5 91:7
blue 16:18
board 6:10 30:15,16
31:1 74:8,8 77:6
Boatright 1:15 6:2,2
BONNEY 2:4
book 72:20 73:4 97:11
98:11,13,17
booking 9:6 71:14
72:14 85:3 97:17
Boston 50:22
bottom 30:21 50:21
51:2 97:9
Branch 5:17
braving 4:5
break 63:10

breakdown 37:12 53:9
75:20
BREWSTER 2:4
BRIAN 2:2
briefly 11:21 31:6
bring 7:22 19:5 38:18
40:22
bringing 18:13 23:2
Bristow 1:16 5:8,14,14
6:7 33:11,14,14,18
57:16,18 59:3,8,22
60:7,10 61:13,15,19
62:4,8,11,18 63:9,17
65:1,10 66:10,21 67:6
68:3,7 69:20 70:14,17
70:20 71:1 75:5 87:11
87:17,20 94:4 103:18
103:20
British 3:9 84:17
BRITTON 3:3
BRITTON-DAVIS 2:5
broke 11:12
broken 84:7
brokers 100:9
brought 79:16 94:3
Brown 1:17 5:16,16
12:2,3 19:12,15,20
20:2 21:6 23:6 24:11
28:4 29:20 34:18
41:21 42:19 44:18
45:1,6,12,18,22 47:1
47:18 48:4,13,20
74:20 75:7,7 78:11
80:18 81:7 102:19
BSP 67:13 88:1
bubbling 87:7
bucket 55:7,9 95:9,21
98:12
buckets 20:21 56:14
BUCKNER 2:6
bunch 54:8
burden 33:7 34:7
BURRILL 2:6
business 5:12 11:13
13:16 19:18 20:1,15
20:18,22 25:17 42:7
54:21 55:3,7,10,15
56:1,7 57:1,7,8,11
79:7 82:21
businesses 14:16
buy 101:11,12,18
buying 72:18 101:8

C

C 4:1 13:1 17:10
C.2 17:12
C.3 17:14
CA 9:7 49:18 50:1 71:4

71:10,17 73:3 75:20
81:2 91:4,16,16,16,21
94:15 95:1,20 98:15
98:19 101:5
CABALLERO 2:7
calculate 32:16 38:13
40:20
calculated 38:3 39:4
40:9,10 41:3 49:18
calculating 49:22
calculation 38:15
calendar 80:8,16,22
call 47:21 48:18
called 75:15
callers 44:17
calling 57:11
CAMPBELL 2:7
Canada 17:17
capability 61:11
capacity 24:3 95:10
96:1
Cape 2:4
capitalize 73:3
card 58:17,19 61:17,18
61:21 62:1 63:1,14,18
64:14 65:8,18 68:10
68:12,16,21
carefully 13:7
CARLOCK 2:8 62:12,19
63:12 64:8 65:4 66:16
67:5
CAROLEIGH 2:18
Carriage 52:14
carrier 22:1,4 26:2
28:14,16,22 31:15
32:7 37:10 38:10,16
38:20 39:7 51:12 57:2
58:11,15 60:16 63:7
81:4 87:18,19,20,22
88:2,4,20 89:2 90:4
95:1 101:14,18
carriers 20:1,14 21:21
28:6 29:11,18 32:5,9
33:1,7 34:4 57:6,8,11
58:14 60:3 69:15
88:16 89:1 90:5,9
101:9
CARYL 3:8
case 4:13 103:11
categories 50:2
caution 53:1
CCR 13:13
ceiling 31:16,18 32:4
Central 45:9
centrally 60:18
certain 24:1 35:8 76:12
88:19 95:5 97:2
certainly 21:20 53:5

88:13 97:6
certification 17:7 26:12
26:17,19
certifications 25:22
certify 30:4
chance 97:11
change 7:14,15 8:14
15:19 16:9 20:10
22:20,21 24:6 25:10
30:9 34:1 36:20 43:21
49:3,6,8,14 53:11
55:10,14,19 72:20
73:1 74:6 88:17 89:10
90:8 93:13
changed 20:8,11 23:8,9
23:10 30:12,18 49:21
55:6
changes 4:16,20,21
7:13,19 8:10 9:9 12:9
12:14 16:13,15 17:3
17:11,15 19:14 20:19
21:2,14 23:5 24:17,17
25:13 31:10 33:19
34:11 55:2 58:1 75:13
80:15 81:4,4
changing 20:21 50:16
55:9 71:7 80:8
charge 63:1 64:13,18
68:10,12,16 81:6
charged 60:15 68:12
chart 36:3,6 37:12,14
37:16 38:4
charts 36:1 47:3
check 70:6 77:14 79:2
checking 70:5
checklist 13:8
Chicago 50:22
Chief 5:17
choices 9:11
choose 15:20 89:9
chooses 92:12
choosing 66:19 72:1
Cindy 1:19 5:20 15:13
circumstance 22:10
City 1:3 4:13 5:3,13,15
5:19,21 6:1,3 8:8 9:2
9:11 21:19 22:5,11
52:4 57:21 61:7 64:19
75:14 79:16 82:22
83:13,17,18 97:22
103:7
Civil 21:5,14
civilian 18:16 64:13
clarification 19:2 23:11
84:19
clarify 26:14 78:16 79:7
80:6 87:11 96:4,5
clarity 92:17

class 19:18 20:18,22
54:22 55:3,7,10,15
56:1,7 57:1,12,12
79:7
classes 57:6
clauses 17:5 25:1
clear 59:13 62:15 94:13
94:20 95:12 98:16
clearly 23:7
close 8:4 16:7 44:10
71:8 73:9 97:7 101:9
102:8
closed 98:11 101:12
104:1
closely 71:13
closer 98:18
closing 15:12 16:2
101:14
coach 56:13 57:7,8,10
57:10,12 60:15
Coast 46:3,4,13,16,16
48:8,12
code 26:8 81:19 82:3
82:11 87:18,19,20
collection 59:20 64:6
collections 59:18
color 41:19
column 75:15 76:13
combat 32:3
combined 13:13 71:16
72:2
combines 13:13
come 32:3 42:8 49:18
66:7 70:4,10 74:12
75:4 86:17
comes 23:4 55:14
56:13 68:20 72:9
83:18,19
coming 4:6 6:8 11:18
46:5 67:7 73:8
Command 18:20 82:17
comment 103:16
comments 74:21 75:3
104:1,1,3,4
commercial 65:20
commercially 24:6
commit 10:15
committed 8:20
comparison 31:21
compile 77:18
complete 20:13
completed 83:11
completely 76:11 98:4
composite 49:19
comprised 30:16
computer 54:18
concentrate 8:17
concept 79:15

concern 20:13 29:10
52:21 69:12 94:1
concerned 88:9
concerns 10:12
Concklin 1:10,14 4:3,14
6:5,9,15,19 7:3,6,9
11:8 20:5,8,17 22:11
29:5,6 31:8,8 33:13
33:17 34:2 44:16 54:5
54:12,16,21 56:20
57:3,15 59:9 66:2,12
69:8 70:12,15,19 71:3
72:7 73:8 75:8 76:5
76:16 77:16 78:7,14
79:1,3,5,9,12,20 83:7
84:1,2 85:1,5,7,10,20
86:11 87:5,10 88:5
89:5,13,15,18 90:10
91:12,15 92:3,8,22
93:3,7,11,16,20 94:6
94:8,11,19 95:8 97:13
97:18 98:4,22 99:5,9
100:12 101:20 102:1
102:4,21 103:3,6,19
103:22
Concur 2:2,17,18,19
3:6,13
conduct 42:7
Conference 1:4,8
configuration 9:5,9
72:9,13
confusing 46:21 75:18
conjunction 61:4,9
62:15,21 63:2,15,19
64:3 65:6,9
connect 37:9,13 40:3,8
40:9,13,18 43:9
connected 6:19 23:4
67:1,2 75:21
connection 36:19 37:1
37:4,7 39:16,17,20
43:6 50:21 51:2,6,13
51:18 53:13
connections 36:20
connectivity 54:18
consider 22:6 41:13
102:3,17
consideration 60:2
90:18 99:2
considered 48:14 84:20
consist 22:7
consistent 26:7 82:9,15
consolidation 51:12
constantly 22:19
constructing 68:4,8
consultation 30:14
contact 8:5 74:22 102:9
102:12

contain 13:6
continuation 17:3
24:13
continue 17:22 21:16
24:4,8 48:1 88:11
continues 24:6
continuing 23:18
continuous 88:9
continuously 88:15
contract 1:19 5:21 13:6
18:1,10 25:6 28:21
34:12 52:5 57:16,21
58:11,13,14 60:4,16
60:17,20 65:21 81:5
90:1 94:22 96:20,21
97:4,8
contracting 1:17 5:6,7
5:18 11:2,22 12:4
31:2 102:10 103:14
contracts 20:9
conversation 24:12
COOPER 2:8
COPS 15:4,4,9,10,16,21
73:13
copy 12:21 14:20 25:19
81:9 85:15
correct 60:7 61:19 62:4
63:5 70:20 71:1 76:6
78:8 79:9 93:3,7,7
95:7,8 97:18,18 99:6
correspond 63:14
cost 32:11 61:3 63:3
68:4,7 69:11 79:17
84:12,15
costs 42:10
count 20:21 36:19,22
45:13,16 46:12,18
49:7 51:20
counted 43:10
counting 35:12 100:5
countries 52:22
country 67:21
counts 55:2
couple 8:16 10:8 54:9
course 51:22 52:5
101:5
Courtney 1:20 5:22
cover 16:19,20 18:5
covered 47:20
covers 18:16
Coyle 2:9 19:9,13,17,21
20:7,12 21:3,8 59:2,6
59:11,11 60:5,8 61:12
75:9,9 76:9 78:3,13
81:12 85:12,22 90:22
90:22 91:13,18 92:4
92:17 93:1,5,8,14,18
93:22 94:7

CPP 72:10
CRAF 17:5 18:17 22:4
22:13,19 23:4,18 24:1
24:3,7,10 26:13 82:19
82:20 83:17,19
crawl 53:1
create 103:7
credit 31:18 32:4,5,14
39:11,11 61:17 65:17
criteria 17:9 38:1 41:4
44:6 49:4 56:22 73:15
82:8,11
critical 12:22
cross 36:7 37:18 38:8
47:13,13
crossing 36:5 37:15
39:15 45:4,14,15
46:14,18 47:2 48:15
cumulative 75:3
curious 56:21
current 22:3
currently 20:11 31:16
43:22 55:8 84:5,22
85:15 90:16 93:10
customer 11:17 30:17
50:11,18 51:1 65:18
74:6 98:17
customers 10:17 11:16
72:17 74:15 79:22
100:10
cut 22:4
cutback 52:1
CWTSatoTravel 2:10

D

D 4:1
D.C 1:9 46:6,8 65:22
daily 32:21
Dallas/Fort 50:22
dash 94:15
data 10:20,22 11:3
22:16 32:22 33:22
50:11 55:20 68:19,19
69:21 70:3 76:20 77:2
78:2 82:4,6,7 83:9,11
83:11 86:3,12 99:20
100:5,6,7,8,19
database 75:22 76:11
date 15:8 16:7,7 103:16
103:18
dated 90:1
dates 14:6 15:2,3 16:8
16:9 73:11
DAVID 2:12
day 42:7,9 97:21 104:2
days 54:9 75:12 80:8,9
80:16 97:2
de 63:5

deal 49:16
 dealing 69:5
 December 18:9,9 56:9
 decided 52:22
 decision 21:11,22 22:9
 decisions 31:2 74:10
 99:11
 decrease 51:3
 decreased 49:11 51:4
 51:15
 deem 22:8
 deeper 101:14
 Defense 62:13
 definite 84:10
 definitely 80:19,20
 84:12 86:14 102:17
 definition 56:22 60:11
 60:21
 delete 25:14
 deleted 28:21
 deliveries 20:15
 DELLINGER 2:9
 Delta 2:9,11,12,13
 19:10 41:11 59:6,11
 75:9 81:13 85:13
 87:18 90:22
 DEMETRUS 3:10
 Denver 46:8
 Department 2:5,6,9 3:2
 3:3,4,7 52:19,20 53:8
 67:9 79:6,18 86:16
 101:4
 departments 21:10
 83:21
 departure 48:7
 depending 92:5 97:16
 depends 101:8
 depth 43:17 50:6
 Derrick 3:9 84:16
 deserve 59:21
 designated 58:21 61:20
 88:2
 designates 87:13
 designator 87:12,15,18
 desirable 41:13,16 42:2
 destination 45:16
 detail 12:9 20:6,18 21:1
 29:12 34:13,16 71:12
 details 7:17 57:17
 determine 80:21 99:4
 develop 15:16
 developing 22:14
 development 86:10
 dialogue 8:19 10:8
 DICASTRO 2:10
 dictates 62:20
 Diego 46:5
 difference 39:2 41:5

47:2,8 64:17 68:13
 98:14
 differences 79:21
 different 13:14 18:3
 41:15 47:12 61:9 68:2
 75:22 78:22
 differently 12:8
 difficult 9:15 76:8 80:17
 direct 20:3 37:7,13
 39:16,20 40:3,8,9,13
 40:18 43:6,9 49:11,12
 86:8
 direct/connect 43:14
 directing 20:13
 Director 1:10,14 4:13
 disagree 88:14
 disagreeing 64:9
 discuss 7:20 74:10
 discussed 43:17 56:8
 discussion 64:10
 discussions 67:3
 disparity 32:8
 distinct 82:21
 distributed 40:1 47:7
 distribution 34:20 36:1
 38:2,5 81:4,5
 dive 101:14
 dived 8:11
 division 5:18 59:17
 DL 87:16
 document 75:11 87:4,9
 91:19
 documents 54:8 81:17
 DoD 22:8 53:8
 doing 4:18 9:8,20 10:5
 10:20 27:2,5 39:18
 52:3 55:12 65:7 70:17
 71:18,20 74:7 76:20
 92:14 96:10
 dollars 11:12
 domestic 50:1 51:17
 domestically 91:5,22
 DONNA 2:15
 doubt 58:5
 DOUGLAS 2:5
 download 25:18 81:9
 draft 25:15 43:22 50:20
 53:11 55:5 77:17
 104:3
 drive 9:1
 dry 22:4
 DTMO 2:8,14,16 3:14
 23:3 64:8 66:17 72:22
 due 14:5,10,11 32:5
 39:11 90:5
 Dulles 84:19
 dynamic 50:16
 dynamics 51:12 52:7

E

E 4:1,1
 e-ticketing 81:15,22
 ear 100:13
 earlier 52:11 72:7 73:20
 73:22 74:1,2 91:8
 early 90:5
 easier 9:10 32:11 55:17
 easiest 98:7
 east 36:4,4,7 37:14,17
 41:14,15 45:8,9,9
 46:3,13,16,17,17
 Eastern 46:7
 easy 34:14
 economy 57:10 79:15
 eight 56:11,11
 either 37:20 40:3,4 51:5
 53:15
 elaborate 76:4 81:20
 84:2
 electronic 81:18
 eligible 13:15
 eliminated 81:10
 elite 57:10
 Ellis 1:18 5:12,12 45:22
 46:2,2,15,22 48:9
 50:5,8 53:21 57:5
 65:14,15 83:14,15
 email 14:14 54:13 74:21
 78:17 103:10,13
 emails 15:14
 embassy 86:4 101:18
 EMILY 2:19
 encouraging 51:20
 52:4
 engine 71:14
 engines 9:6 72:11,14
 enter 61:10
 entire 10:13
 entirely 75:22 80:9
 EPLS 13:14
 Eric 2:20 3:2 50:9 67:6
 67:8 79:6 86:16 101:3
 err 52:22
 especially 8:22 51:17
 73:15 98:20
 establish 21:21
 established 14:6,9,14
 18:1 72:22
 establishing 23:1
 estimated 51:20
 estimates 16:11
 ETHERINGTON 2:10
 ETS 2:11 72:21
 evaluate 23:18 34:19
 47:5 89:20
 evaluated 49:19 93:17
 94:21 99:20

evaluating 43:19,19
 evaluation 17:9 30:15
 38:1 41:4 44:5 49:4
 49:17 74:11,12 93:19
 93:21
 events 86:6
 everybody 19:9 58:3
 81:18
 evolving 79:17
 exactly 86:5 93:12
 100:9
 example 32:7 45:4
 95:12 96:7 103:9
 exceed 17:16,18 68:15
 Excel 54:8
 exchange 8:19
 excited 4:14,15
 exclude 36:5 37:15
 exemption 48:3,8
 existed 21:14
 existing 14:18
 expand 45:3
 experienced 59:15
 explain 32:11 47:16
 expound 46:1
 extend 25:5
 extended 50:21 51:2,6
 51:13,17 53:5,12
 extra 24:2,4
 extremely 71:18 86:10

F

F 1:9 17:20
 F.7 75:13
 FAA 2:13
 face 5:4
 fact 21:18 28:13,17
 32:18 59:18 60:11
 factors 68:17 98:5,6
 fair 32:16 56:3 94:7
 fall 20:22
 falling 56:14
 familiar 86:5
 familiarize 15:8
 far 8:8 20:20 25:1 41:16
 76:21 80:1 84:7 90:12
 90:17,17,20
 FARAZMAND 2:11
 fare 49:19 54:22 58:10
 58:10,10,15,15 60:15
 60:17 61:7,8 63:10,11
 64:2,7,15 65:2,3,20
 65:21 68:13,15,21,21
 69:2,3,4 83:13 86:5
 91:21 92:19,19 93:2,4
 94:17 97:11,15 98:15
 101:17
 fares 55:15 57:16 58:14

74:1,3,16 79:7 80:12
92:15,15
fashion 69:22
FATTORUSSO 2:11
favor 21:20
February 1:6 15:11,12
16:1 103:20 104:2
FedBizOpps 12:19
25:18
federal 11:13 25:17
26:8 67:20 73:2
fee 81:6
feedback 8:21 77:19
78:18
feel 7:16 102:14 103:12
feelings 104:5
fees 83:13 84:3,6
felt 57:22
fifth 43:15 52:14 53:3
fight 62:5
figure 66:9 84:11,14
file 32:21 90:6
files 82:14
filing 19:19 80:12
filled 95:22
fills 98:12
final 15:7 16:1 31:1
55:11 68:13
finalized 71:4
finally 10:6
find 15:14 31:19 32:16
32:19,22
fine 20:7
first 4:19 5:2,9 10:4
12:5,7 15:3 22:12
30:9 32:12,17 36:3
57:7 64:5 69:10 72:10
90:10,11 99:2
Fiscal 2:22
five 4:20 52:13 80:7
83:10 97:21,21
Fleet 18:16 21:5,14
flight 35:4,4,5,5 37:21
39:6 41:3 43:12,14
47:13 53:3 56:6 76:17
86:20 87:8,12,14 88:3
88:4 95:3,18,19 96:22
97:12 100:1
flight's 98:8
flights 10:2 17:17 35:12
35:16,17 36:4,7,10
37:14,17 38:11,12
40:7,7,8,9 41:16,18
43:9 46:18 47:6,6
49:5,7 75:16 76:2,14
77:1,7 78:13,15 97:3
97:21,22 98:2
Fly 86:18 87:8,13 88:1

focus 8:22 9:3
follow 54:2
follow-up 85:2 94:12
102:15
following 54:10
follows 75:22
force 86:9
foreign 52:22
foremost 12:7
forget 56:11
form 59:19 61:10
formal 22:21
forms 67:14 68:9 69:5
forth 22:16
forward 4:18 11:3 23:22
44:7 49:2 60:5 87:2
89:6,9 100:4
found 82:6
four 16:3 42:12 45:14
frame 16:4 17:16
France 86:21
free 7:16 99:7 100:1,3
102:14 103:12
freedom 43:16 52:14
53:3
frequently 80:10
Friday 80:11 95:14,17
frustrated 89:19
FTR 20:8,10,14 56:6
69:13 79:12
full 40:22
fully 66:13
further 19:2 23:10 78:5
future 10:2 20:10 21:19
53:5
FY 8:1 18:10 20:9 32:3
33:4,5,15 34:21,22
35:17 39:5,5 60:1,5
71:4 72:3
FY'16 41:4
FY15 56:2
FY17 1:3

G

G 4:1
gate 90:14
gather 84:8
GDS 85:3
general 1:1,9 5:1 7:10
8:5 9:12 11:14 12:5
63:21 83:2
generate 65:19
generated 83:20
gentlemen 50:9
George 2:9 19:10 59:6
59:8,11 75:8,9 81:13
82:19 85:12 87:3
90:22 94:13 97:13

Germany 101:11
getting 10:22 17:8
20:10,14 29:11 31:18
67:3 69:21 77:3 78:20
82:4 86:1 96:8 100:3
GIRARDONI 2:12
give 5:1 13:9 14:5 16:3
20:19 31:14,19 38:14
45:4 75:19
given 89:2
gives 73:19 99:2
giving 11:14 32:4,14
100:1
globe 86:1
go 7:11 8:3 11:22 12:20
15:7,18 16:16,22 17:4
18:6,8,9,22 19:16
21:7 23:22 25:17 28:7
28:10 30:3 31:6 32:12
32:17,17 33:2,8 34:5
34:12,16 38:21 41:9
42:20 45:8 48:9 53:21
55:19 60:2 65:7 71:6
71:17 73:16 74:9 77:3
77:8,22 78:5 80:19,20
81:2 86:6 87:10 88:21
90:14 98:11 99:14,16
104:5
goal 8:16 9:22 33:4
34:2,3 74:4 99:17
101:1
goals 9:3
GOBER 2:12
goes 55:11 84:12 92:6
96:9
going 4:18,18,21 6:22
7:11,12 8:3,9 9:16,19
10:15 11:3,20,22 12:5
13:2,5,14,18,19 14:7
16:12,16 18:4 20:3,19
22:14 24:15 26:10
27:8 29:17 30:8,10
31:3,4,5 33:11,15,19
34:10 37:17 39:13,22
40:16,19,19 41:14
44:10 45:7,7,10,19
46:1,6 47:5 48:3,22
50:3,3,4,6 53:7 55:6
57:15 58:4,6,6,19
61:5 64:2,4,19 65:4
65:16,19,22 67:17,17
68:18,22 69:12 70:5,6
73:14 74:7 77:14,16
80:16 83:14 85:14
89:7 93:16 100:4
gold 72:8,13
good 9:2 50:8 57:18
91:8 102:7

gotten 35:10
government 11:13
13:16 42:2 52:2 60:14
60:19 62:1 63:1 67:20
68:9,15 76:3 86:5
88:12 91:3,21 92:5,11
93:15
government's 65:17
Government-wide
55:13 65:12
GRAFF 2:13 41:11
grand 38:18
great 7:7 73:3 85:17
101:16 104:8
greater 24:5 32:10
60:16
group 14:9,11 15:21
16:4,5 49:20 51:4,11
51:15,15,16 53:12
90:5
groups 14:9 49:20
GSA 2:2,15,15 3:2,6
19:22 22:8 23:19,22
60:20 63:12 65:15
83:15 87:2 88:15 99:1
99:3 101:7 102:3
GTR 60:20 68:19
GTRs 59:2,3,5
guess 42:15 66:3 82:20
93:9
guests 44:19
guidance 31:1
GULICK 2:13
Guo 1:19 5:20,20 6:13
6:17,21 7:5,8 19:7
44:14
guys 4:7 6:5,9 7:21
11:12 22:21 54:3,11
77:9,18 78:17 79:20
80:1 92:2 100:7
102:18

H

H 13:5 26:8
H.3 26:4
H.5 18:15
HAL 3:7
hand 41:7
handbook 85:16,19
handle 62:20 84:11
happen 55:16,21
happened 52:9 74:13
happening 10:1 31:20
71:9 76:22 100:16
happens 28:4 67:11
95:22
hard 27:16 80:14 84:5
haul 24:3,9

Hawaiian 2:17,21
heads 94:14
hear 6:11,17 7:4,6 45:1
 59:9,13 66:15 90:10
heard 8:21 9:14 10:20
 31:12,22
hearing 6:14,16 55:16
Hello 82:16 84:16
help 9:11 29:7,12 33:10
 76:4 85:22 89:15 96:3
helpful 86:10
helping 71:16
helps 85:19
hey 40:6 44:21 61:15
 101:3
HHS/CDC 3:12
hi 5:10,16,20,22 6:2
 12:2 19:9 23:16 41:11
 79:4,5
HICKS 2:14
hide 9:7
hierarchy 92:19
high 7:18
higher 32:4 63:4 65:3
 98:18
highlight 7:12,14 12:5
 17:22 27:3 34:14 39:1
highlighted 16:17,21
highlighting 17:11 25:4
 30:9
highlights 25:11
highly 33:6 73:13
historical 50:11
hit 32:18 79:19 103:10
hitting 10:10
hold 59:8 92:11
HOLLOWAY 2:14
hope 6:11 21:4 22:5
 29:1 53:5 101:7
hopeful 34:3
hopefully 73:19
hoping 84:13
hotel 42:10
hours 56:6,10,11,11
house 8:3 9:5 10:12,21
 74:6 80:3 101:1
 102:10,12
HOWARD 2:14
HUFF 2:15
huge 49:6 77:5

I

I.D 15:17
IATA 81:15
idea 13:9 32:13 58:4
Identify 75:5
impact 25:8
implemented 4:17

19:22 27:1
important 8:20 14:1
 24:8 59:14 72:9 73:22
 88:18 89:4
inbound 35:15 36:17
 37:5,7 38:12,18 39:19
 40:7,8,18,22
inbox 103:7
incentive 24:4,9
include 13:10 17:16
included 12:16 14:19
 16:15 24:21 27:18
 84:8
includes 83:12
including 28:11
inclusion 24:22 81:16
 81:21
inconsistencies 12:12
 12:18 25:14
increase 49:10 72:19
 88:19
increased 49:13 50:15
 51:18,21
incurring 42:9
indicated 21:8 52:11
indication 21:15
individual 11:18 63:18
 72:16,18 77:21
individually 60:18
 90:12
individuals 15:15
industry 13:19 15:6
 16:3 25:9
inform 59:16
information 8:2 10:1
 14:7 18:20 20:20
 29:20 30:1 33:20 38:1
 41:7 50:13 74:22
 78:21 83:5 85:21
 102:9,11
informed 21:22 22:9
 100:20
initial 15:19
initially 12:14
initiative 93:15
input 74:17
inquiries 8:6
inserting 92:2
instance 63:3
instances 62:22
instinct 66:3
instinct's 66:4
instructions 14:4,5
integrity 8:18,19
intent 91:3,20
interested 15:14
Interior 3:3
interject 7:16

Interline 81:15
internally 90:8 100:8
international 17:15,17
 42:22 43:2 50:1 51:17
 53:6,7,12 57:2,3,5
 59:4
internationally 86:2
 91:6 92:1
interpretation 86:19
interrupt 7:16
introduce 4:10 5:8
introduced 4:12 5:2
inventories 97:7
inventory 55:7 94:4
 98:2 101:9,15,19
invite 54:12
involve 78:4
issue 16:1 29:13 60:15
 61:2,4,7,8 62:16 64:4
 64:5 65:11 77:7 89:22
issued 44:1 58:10
 60:19 63:7 68:1,3,10
 68:14 87:9,21
issues 10:11 13:22 88:7
 103:9,14
item 8:13 27:15
items 7:20 24:1 27:3,17
 43:8 53:13 102:15,16

J

J 12:10 24:18
J.1 13:8
JACK 2:15
Jacksonville 64:4
 65:21
JAMIE 2:19
JANELLE 3:6
Jay 82:16
JEFF 2:10
JENNIFER 3:6
JEROME 1:16 2:16
Jerry 1:18 5:12,14
 33:14 45:22 46:2 50:5
 53:19,20 57:15 61:14
 62:12 65:15 69:8
 70:16 83:15 91:10,10
JESSICA 2:15
JetBlue 2:8,20 3:3,8
Johnson 2:16,16 82:16
 82:17 83:9
JOKINEN 2:17
JON 3:4
JOZWIAK 2:17
judgment 67:16
July 73:19 89:21
jumping 21:4
Justice 3:7
justification 62:9

K

K 17:7 25:21
K.10 26:18
K.7 81:16
K.8 26:1
K.9 26:10,10
KARLSSON 2:18
KATHLEEN 2:4
keep 7:19 22:20 54:3
 56:15 79:17
keeps 87:7
KELLERMEYER 2:18
 29:15 56:18,21 57:14
kept 101:21
KEVIN 2:21 3:5,13
kind 38:2 53:1 54:22,22
 85:4 89:6 97:4
KISER 2:19
KLM 86:21
KNELL 2:19
know 4:8 5:2 9:1 10:8
 13:2 22:3 29:13,18
 32:15,20 34:17 41:6,9
 55:18 61:2 66:16
 74:10 75:19 77:22
 78:18 79:20 81:17
 83:1 88:8,10,17 89:2
 90:7 95:10,16 96:7,8
 96:18,22 97:2,14,17
 100:6
knowing 37:22
knowledge 81:18
known 18:17 25:18
 30:22
knows 66:5
Korea 52:16
Kwanita 1:17 5:16
 11:21 12:3 34:10
 52:11 73:12 75:7
 80:20 89:6

L

L 14:3,14
L.3 26:21
ladies 50:8
LANDON 2:20
LANE 2:20
language 18:18 19:2
 22:3,17,20 23:4 24:14
 26:7,16 30:14 55:14
 69:15 80:8 91:14
large 14:16 99:22
largest 11:16
LARRY 2:11
lastly 17:8
late 73:19
Laughter 103:21
launch 73:15

Lauren 1:9,14 4:14
 16:13 29:6 30:10 31:6
 31:8 57:20 66:17 78:3
 79:4 84:1 85:12 101:3
Lauren's 20:2
lawyers 11:1
leave 42:9 57:1 62:15
 62:21 63:1,15,19 64:3
 64:13 65:9
leaving 96:13
Legal 52:20
leisure 61:4,8
let's 6:20 45:16 66:21
 67:1 95:14 96:7
level 7:18 79:19
levels 74:7 99:7
likelihood 97:20 98:19
limited 21:12
line 8:11,12 24:1 27:3
 27:16 43:8 53:13
 72:15,15 74:14 90:13
Lines 19:10
link 54:11
linked 23:19 82:22
linking 21:17 23:22
list 28:7
listed 12:15 43:21 75:1
listing 16:14
little 20:6,20 21:1 29:7
 29:12 43:17 46:21
 52:2 71:12 75:17 78:5
 91:7
live 104:6
load 92:4 98:5,6
loaded 74:1
location 86:4 101:15
log 15:19
long 24:3,9 34:5 66:5
longer 86:22 98:18
look 46:20 47:9 51:8
 58:2 67:22 68:18 96:6
 96:20
looking 13:18,20 33:6
 41:2 42:3 44:1 57:13
 63:12 75:15 82:3,4
 96:15
looks 72:12
Los 45:19 46:5
losers 88:16
lot 9:15 23:8,9 30:18
 31:11,22 41:6,16 42:1
 42:6,20 46:11 99:11
 99:12
lots 88:6
loud 59:13
love 100:18
low 95:10 96:1
lower 79:17

lowering 96:14
Loy 1:20 5:22,22

M

M 17:8 30:8,12
M.3 31:5,10
M.5 49:16
M.6 49:16
main 74:3 102:11
major 47:2,7
majority 67:20 90:14
 100:6
making 9:9 14:12 70:13
 89:10 92:6,10
manage 97:10
managed 21:9
management 1:15,20
 5:13 6:3 13:12 47:17
 62:13 83:19
mandatory 58:17,18
 61:17,20 62:1 79:11
March 16:2,6 90:5
MARIETTA 2:20
MARK 2:9
market 8:2,2 9:2 31:20
 32:6 35:3 36:18 37:8
 38:6 39:7,14 44:2
 50:10 53:15,18 54:10
 63:9,11 65:2 84:21
 85:4 88:20,21 89:2,4
 89:8 90:7 93:2 94:18
 94:21,21,22 95:2,13
markets 28:11,18,21
 40:2,4 50:6,13,14,17
 50:19,21 51:2,4,6,7
 51:10,11,13,15,16,18
 52:1,13 53:3,6,13
 55:3 74:9 88:18 89:1
 96:7,11 98:20
Mary 1:21 5:10
material 42:20 47:19
 86:7
materialized 28:2
maternity 100:14
Matt 3:5 23:16 27:12
 53:19,22 89:16
matter 86:20 104:9
matters 86:22
MATTHEW 2:3
maximum 35:14,17,18
 36:12 37:1,2 38:19
 40:20 42:4 43:3,4,5
 43:13 49:7
mean 9:3 32:2 45:4,15
 49:1 92:5
means 26:15
measure 77:11
meet 10:8 12:18 28:8

28:17 30:5 66:14
 74:12 80:17,22
meeting 10:10 44:20
 56:9
meetings 10:17 23:2
meets 28:14
member 64:12,13
memo 59:20,20
mentioned 7:21 8:9
 25:10,13 32:19 34:18
 36:12 72:7 73:12
 82:19 87:3
mentioning 81:3
MERRY 2:21
met 1:8 4:12 80:11
 100:13
Mexico 17:18
microphone 19:5 67:6
military 64:12
Miller 2:22 3:2 50:9
 67:6,8,8 68:6 79:4,6
 79:10,14 80:5 86:15
 87:6,15,19 101:3,4,21
 102:2
million 56:2,3
mind 56:16 77:20
mindful 14:12,17 40:13
 42:16
minimum 28:9,14,18
 30:5 35:1 36:16 37:8
 38:6 39:15 80:7,11
minor 24:14
minute 44:8
minutes 4:5 17:19
mixed 100:16
Mobility 18:20
mod 80:15
modeling 22:15 34:16
 99:11
modifications 26:13
modify 60:4 88:17
Monday 95:13,14
money 11:18 56:4
 64:22
monitoring 71:17
month 18:6 78:10,10,10
 99:14
monthly 10:10
more-clarifying 78:17
Morgan 2:18 29:15
 56:18
morning 50:17 87:3
Morrison 1:21 5:10,10
Mountain 45:9
move 23:13 24:16
 26:10 31:4 42:14,20
 44:9,12 48:16,22 49:2
 51:13,14 85:18

moving 25:20 29:9
 49:15 51:5 71:3 72:3
 89:5,5,9
MUELLER 3:2
music 100:12,21

N

N 4:1
N.W 1:9
NADINE 3:14
Nairobi 51:1 101:17,19
name 12:3 19:8 27:11
NASA 2:7
National 64:1
nature 42:10
necessarily 25:9 30:19
necessary 81:21
need 10:3 13:9 34:16
 41:9 47:16 48:10
 51:12 54:17 58:8 61:2
 66:8 67:15,22 77:17
 99:14,16 103:12
needed 58:1
needs 23:5 30:6 55:20
 65:2,6 101:13
negotiation 88:22
negotiations 88:10
never 97:3
new 4:13 13:12 25:11
 26:19 27:6 35:21
 37:22 38:1 39:3,3
 52:12 53:2 71:14 72:4
 72:22 73:1,15,15
 74:17 86:3
NIA 2:6
non 39:19 43:8 49:12
 79:10
non-mandatory 79:8
non-official 62:2,7
non-stop 35:14,22 36:3
 36:6,14,15,22 37:3,5
 38:5,7,12,13 40:2,6,7
 40:15,17 43:12,20
 44:2,5 49:9
non-stops 36:20
nonstop 43:5
normally 48:9
note 12:11 13:11 18:10
 55:5 74:20
notice 31:9 53:11 59:17
 74:5
notification 62:9
notifications 80:10
notifies 28:16
November 18:7
number 35:17,19 36:3,6
 37:13 38:11,12 40:6
 40:14 44:3 49:5,7

50:13,14 52:12,13
57:22 75:16 76:2,13
76:14 77:7 78:4,8,9
78:12,14 86:11,20
87:8,12,14 88:3,4
90:12 91:11 95:17
100:4
numbering 53:9 58:21
numbers 99:21 102:13

O

O 4:1
O&D 69:11,12
OAG 82:8,13
obviously 51:22 52:9
88:11
occur 52:14
occurred 51:22
occurring 64:11
October 18:6,8 30:6
off-the-shelf 72:12
offer 13:10,18 14:4,8,20
14:22 15:21 16:5 27:4
30:1 51:10 95:1,5
97:15
offered 91:17 92:16
95:3,19 97:3
offering 32:8 38:11
95:15,18
offerors 25:22 26:11
27:3
offers 15:6 16:4 51:8
office 2:6 16:19 43:18
53:15 55:13 62:13
65:12
officer 1:17 5:7,19 11:2
11:22 12:4 31:2
official 61:5,9 62:15,21
63:2,15,19 64:3,14
65:8,9,17 66:6 67:16
offline 65:11 66:3
OGP 55:13 63:13 66:14
oh 19:12 54:16,17 81:7
103:16
okay 7:5,6 16:12 19:15
19:20 20:7,12 21:3,8
23:6 24:13 34:18
38:10 42:19 44:8,16
45:2,10 46:22 47:15
47:18 48:13 52:11
53:18 54:15,19 57:14
60:4,5 61:12 62:10,11
63:12 65:4 67:5 68:7
70:7 71:2 77:16 78:3
79:1,3,14 80:5,18
81:11 83:4,9 85:6,9
90:21 93:8,22 94:7,12
96:2 98:21 101:20

102:1
old 39:4 85:17 87:4
once 16:1 28:2 74:17
77:18 84:8
one-on 10:19
onerous 97:9
ones 10:20 28:12,14
74:15
online 85:3,14,19 86:7
103:2
onthego@gsa.gov 75:2
open 10:7 16:6 86:12
89:1 90:8 92:21 98:8
104:4
opening 15:10,22
operational 30:6
operations 83:20
OPERATOR 44:19
Opportunities 25:17
opportunity 89:3
opposed 22:1,10 85:4
option 18:1,5,7,11 25:5
89:7
optional 70:18,22
options 18:12
order 8:15 16:4 76:1
82:11
ordered 69:13
origin 45:16
Originally 52:18
originating 46:4
outbound 35:16 36:17
37:5,6 38:11,17 39:19
40:7,8,17,21
outdated 85:17
outline 19:14
outside 29:22
overall 51:3 56:1 96:6
96:16 97:7
overcharge 63:6 65:20
70:8,9
overcharges 60:15
overseas 67:12,16 68:1
68:1,4
overseeing 69:11
overview 5:1 7:10 8:8
owed 31:14

P

P 4:1
p.m 1:9 4:2 41:18
104:10
Pacific 45:11 46:6,12
48:10
package 92:4
page 76:4 91:19
pages 19:14 75:12
Pair 1:3 4:13 5:3,13,15

5:19,21 6:1,3 8:9 9:2
9:11 21:19 22:11 52:4
57:21 61:7 64:19
79:16 82:22 83:13,17
83:18 97:22
Pairs 22:5 75:14 103:7
pan 9:18
panel 22:7
paperwork 14:10
parallel 33:12,15,22
part 24:12,16 26:3 58:2
58:17 70:7 76:10 86:9
93:18,20
PARTICIPANTS 2:1 3:1
participate 21:11 24:9
participating 3:22 24:2
participation 23:22
24:5
particular 35:13 36:10
44:5 92:21
particularly 28:19
parties 15:14
partners 15:7 81:19
partnership 72:21
party 33:22 82:4,7
passage 84:4
passenger 20:21 51:20
55:2
passengers 41:17
76:15 78:20,21
password 15:17,19
Patent 2:6
PATTI 2:7
pay 58:12 64:16
paying 64:21 100:9,10
payment 60:17 61:10
67:14,18 68:9 69:5
peak 89:21
PEDERSON 3:3
people 42:16 47:17
53:16 65:13 75:6
77:15 86:8 87:2 98:11
percent 9:1 49:22 50:1
51:16,21 71:4 72:3
91:4,5,22,22 94:16,17
95:2,6,15,19 96:5,12
96:13,16 97:16 98:2
99:2
percentage 72:4 93:13
percentages 49:17,21
75:21
performance 17:2,21
period 17:2,21 18:5,8
18:11 25:7 81:5 90:2
periods 18:1,11
personal 65:19 68:12
personnel 30:16
perspective 11:16

31:21 64:9 73:22
74:15
pertains 88:2
Philadelphia 46:5
phone 6:11,18 7:4
42:17 44:15,17 75:6
94:9 102:6,13
physical 76:15,16
physically 33:8 34:6
55:19
pick 7:18 100:22
picking 22:1 88:15
piece 64:13
place 4:21 27:1 42:4
63:13
placed 37:21 42:12
placing 47:4
plan 14:19,21 34:9
planned 26:18,22 27:5
28:13,20 29:17,18
90:17
planning 21:2 91:9
plans 14:15,16
plating 87:22
play 53:4 73:16
playing 9:21 34:15
plays 9:21 10:4 33:16
please 5:5,9 7:1,16
13:17 19:8 25:16
27:10 29:13
plus 40:17
PMO 8:2,17 102:12
point 8:5 10:7,9 35:14
35:21 36:1 37:2,2,18
38:14 39:2,22 40:2,10
40:14 41:4 47:1,12
49:8,9 79:14 80:7
92:21 93:3 97:10
100:18 101:10,15,19
102:9
points 27:21 28:1 35:1
35:6,8,19,21 36:2,8,9
36:9,13,17,17 37:3,3
37:4,5,6,6,11,20
38:17,17,21 39:8,9,22
40:14,17,17,18,21,22
41:1,5,18 42:4 43:3,5
43:6,12,14 44:3,4
45:14 46:11 47:4,10
67:18 73:16 102:11
policies 80:2
policy 3:2 55:14 62:20
63:13 65:7,12
portion 68:10,11 99:22
possible 34:15
possibly 28:22 53:4
posted 12:14,19
potentially 10:20 11:2

32:9 56:14
Power 3:15
PowerPoint 54:6
practical 60:22
practice 83:2 88:9,10
 101:14
pre-refunded 70:1
Pre-Solicitation 1:4,8
premium 79:15
prepared 70:4
prescriptive 97:8
PRESENT 1:12
presentation 54:3,6,11
 103:2
presiding 1:10
pretty 103:10
previous 8:11 12:8
 31:11 41:22
Previously 35:16
price 15:5 32:1 49:16
 83:12 95:5 99:2,6
prices 73:3
pricing 47:16
primary 93:22
printed 19:14 85:15
prior 15:7 27:1 36:21
 70:1 73:14 100:14
proactively 69:16
probably 78:12 103:12
problem 78:19 96:11
problems 10:11
process 9:18 10:2 19:3
 20:14 21:22 22:7 25:7
 26:16 55:21 67:11,13
 68:2 69:16 71:15 77:9
 82:21
processes 23:9,10 73:1
procurement 4:15 12:4
 15:3 29:21
products 79:17
profile 38:5
program 1:3,15,16,18
 1:20,21 4:14 5:11,15
 5:19,21 6:1,3,4 8:9,15
 9:11 11:5 16:19 18:16
 21:9,11,19 22:2 24:5
 26:13 43:18 52:6 77:4
 79:16 82:19,20,22
 83:19 103:8,13
programs 21:17
promise 4:8
promised 71:21
proper 63:11
proposal 13:8
proposed 75:12
proprietary 29:17
provide 15:2 19:1,22
 24:9 33:2,19 81:22

85:20
provided 18:17 23:11
 35:7 40:6 60:17 96:21
 102:16
provides 88:12
providing 30:13 32:15
 77:7
public 27:18,22
published 90:1
pull 12:20 82:8 83:15
pulled 82:13 99:19
purchase 32:22
purchased 58:16,18,20
purchasing 74:16
 76:21
purpose 86:3
purposes 43:18
put 5:4 26:17 27:7
 29:21 33:8 38:1,8
 39:21 41:19 55:11
 63:13 72:13 73:9 77:9
 83:10 90:7 103:2
puts 91:10
putting 22:6

Q

QCA 101:11,12
quadrant 42:4
quality 26:2
quarter 71:18
quarterly 10:10
question 19:4,21 23:14
 27:10 29:1,4,6 31:22
 41:12 44:14 45:3 48:5
 48:14 49:1 56:17
 61:16 69:9,14 70:13
 81:2,14 83:1,6 84:3
 86:16 88:8 103:11
questions 8:5 11:6
 19:18 23:13 33:10
 41:8 42:14,17 44:12
 44:17 47:19 48:17
 52:8,10 53:14,17 59:1
 61:13 69:7 72:5 73:6
 73:17 74:19 75:4
 81:13 82:18 88:5 94:8
 102:6,15,20,22
quick 66:3 82:18 88:8
quickly 23:7
quite 78:22 102:5

R

R 4:1
RAMPHAL-LANE 3:3
ran 38:9 53:2
random 92:14
RAPHAEL 2:12
rated 84:20

rates 55:8,17
re-bid 88:21 89:3
re-validating 34:8
reach 35:15 37:1 43:13
 102:14 103:9
reached 54:22
reaching 87:1
read 60:12 97:15
reads 91:3
ready 33:4,5
real 10:11,12
realistic 71:9 77:11
realizing 97:19
really 8:12,17,20,22
 10:22 22:5 23:6,21
 24:8 32:17 60:22
 69:17 71:16 73:21
 76:12 77:20 80:14
 99:10 100:6
reason 66:4 76:18 78:1
reasons 71:8 76:7 82:2
rebid 89:9
recall 40:2
receive 35:18,19,20
 36:9 37:10,19 38:16
 38:20 59:20 68:19
 91:4,21
received 39:7 75:11
 81:17
receives 59:17
receiving 39:8
recommend 73:13
reconvene 102:18
record 104:10
recorded 60:13
red 16:21
red-eye 41:16
reference 26:20 86:7
referring 24:7
refresh 25:3 54:17,18
refund 69:15
refunded 70:7,10
refunds 70:1,4
regard 23:11 79:21
regarding 14:3 20:18
 26:1 57:17 74:19
 88:10
regards 13:11 14:5
 69:20
registering 13:15
registration 13:20,22
regularly 10:16
regulations 19:22 26:9
reimburse 64:20
reimbursed 66:7
reimbursing 64:14
rejoin 44:20
related 41:8 44:12

47:19 49:5 86:3 103:8
 103:13
relates 17:5,10 18:15
 26:1,12
relation 25:5
relationship 22:15,18
 22:22
relationships 73:1
released 27:19
relevant 8:14
remain 48:2,3,7 70:21
 79:8
remains 50:2
repeat 48:5 59:12
rephrasing 30:13,19
report 34:1 74:11 75:20
 75:21 77:1,18
reporting 9:16 75:14
 77:15
repository 75:3
request 50:12 51:1
 85:14
requested 78:6
requests 50:18 86:1
required 14:17 38:7
 39:16 69:19 70:13
requirement 26:4 35:2
 35:4,4,5,5 36:16 37:9
 39:6 41:3 65:5
requirements 7:12 12:1
 12:6 13:1,3,6 17:1
 28:9,15,18 30:5
requires 76:9,10
reservations 92:6
Reserve 18:16 21:5,14
reserves 60:14
respondents 90:15
response 11:7 42:18
 48:19 72:6 73:7
responsible 64:21
rest 5:3 31:2 90:4,9
revenue 47:17
review 13:7 21:21 22:6
 22:7 74:8
reviewing 11:5
revised 12:17,21 18:21
 25:14,19 26:2 60:1
 81:9
revising 26:6
revision 71:5
revisit 80:20 99:15,16
revisited 81:8
RFP 12:13,16 16:16
 25:12 26:5,20 35:7
 54:9 55:5 75:1
rich 10:22
RICHARD 3:11
rid 35:10

right 9:10 15:1 16:5,9
16:22 19:17 22:17
29:19 47:10 48:13,20
48:21 49:15 50:12
54:1 57:9 59:22 60:14
61:21 62:3,18 70:12
70:14,17 93:8 95:4
98:6 100:4 103:5,12
Rights 52:15
risk 21:18 24:2,5
ROBIN 2:16
Ronda 1:15 6:2
room 1:8 23:15 47:21
94:9
ROSENMEIER 3:4
roughly 56:2 75:12
round 4:19
route 17:15 63:10
routes 42:22 43:2,16
routinely 15:6
Ruesink 3:4 82:1,1 96:3
96:4
rule 63:8
run 10:3 33:11,15,21
34:5 39:13
running 9:17
runs 76:21

S

S 4:1
safety 26:2
sale 101:10,15,19
sales 83:18
SAM 13:21
sample 38:2
San 46:4
SANDRO 2:10
SASIELA 3:5
sat 72:10
satisfy 87:8
Saturday 80:12
saw 7:13 50:19 70:9
saying 45:17 55:16
63:22 64:10 66:15
76:7 83:12 90:11
94:15 97:15
says 91:20
scenario 38:10,16,20
39:6,14,18 40:12 43:2
66:11
scene 9:17
scenes 9:20 10:3 76:20
schedule 9:22 27:18,22
28:2 33:9,20 73:11
74:19 82:6,7
scheduled 10:16 27:17
schedules 34:7
Schlessman 3:5 23:16

23:17 27:12,12 48:1,6
69:10 70:21 71:2
78:19 79:2 80:6 81:1
81:11 88:6 89:12,14
99:1,6,22
scope 17:1,13
score 38:22
SCOTT 2:8
screen 73:9 83:11
SCRIBNER 3:6
season 4:15
seats 92:20 98:9
second 18:7 37:16
58:17 69:14 83:6 84:2
98:9
section 12:10,22 13:1,5
13:8 14:3,14 17:4,7,8
17:10,12,14,20 18:15
19:13 21:6 23:7,12
24:15,17,18,19,20
25:20,21 26:1,4,8,14
26:18,19,21 27:8 30:8
30:12 31:5,9 44:10
47:20 48:17 49:1,14
52:12 57:22 75:13
81:16 91:2,18
sections 16:18,20 17:7
23:8 49:16
see 4:21 6:20 8:8 9:21
10:4 11:2,13 16:22
23:7,21 33:16,22
35:22 41:7 47:3,11
50:14 51:7,11,14,19
52:7,16 53:3,10 54:5
54:8,11 55:17 59:19
60:10 62:16 67:12,12
67:17,18 70:2,4,6,8
71:16 76:21 77:11
79:15 83:4 88:22
96:20 98:9
seeing 11:4 54:16 57:9
71:19 86:15 92:15
seek 30:22
seen 72:12
segments 78:5,8,9,12
78:13,15,21
selection 8:2 50:10
selections 53:15
self 9:15
self-reporting 29:9
sells 95:9,21
send 6:12 54:14 78:16
103:3
sending 15:13
sense 38:3
sensitive 29:21
sent 54:13 91:20
sentence 17:12 30:20

Seoul 52:16
separate 21:10 65:11
76:11 82:21 83:21
94:22
separated 85:4,5,10
separates 83:17
September 27:1 90:1
service 2:22 26:18,22
27:5,17,21 28:6,10,13
28:20 29:17,18 31:14
31:14,17 32:8,14,14
32:15,20 33:2 34:20
35:14 36:14,15 37:1,6
37:7 38:6,7 39:15,20
40:15 43:9,20 44:5
57:7 80:7,11 81:6
89:22 90:18
services 1:1,9 62:20,22
64:11,12 66:18
set 79:19 80:2
setting 10:16
Shanghai 52:16
share 11:3 81:19
100:11,19
shared 29:22 30:1,2
shares 82:11
sharing 82:3 100:5,6
SHAYAN 2:11
sheet 6:22 100:21
SHELDEN 3:6
shooting 16:10
shop 104:1
shorten 25:7
show 11:4 55:20 63:11
68:14 82:11 85:3
showcase 4:15 11:9,17
showing 38:5 39:19
72:17
shown 68:21
side 8:3 9:5,19 10:21,22
11:11 25:9 53:1 74:6
77:10 101:1 102:10
102:12
sides 10:12 72:12
sign-in 6:22
signed 6:22 7:2
significant 7:13 8:10
12:9 16:13,15 17:3
21:13 24:16 25:12
31:10 49:3 76:10
significantly 34:21
Silver 2:18,19 29:16
56:19
similar 41:22
Simple 58:13
simply 26:6
Singapore 52:17
single 16:17

sit 5:9
site 54:1
situation 67:4
six 56:10
sizeable 56:3
skip 44:7
slice 101:6
slide 23:14 29:8 30:10
31:7 41:10 42:15
44:13 47:9 83:10
slides 16:19
slight 51:3 53:10
slightly 35:20
slippery 65:14,16 66:1
67:15
slope 65:16 66:1 67:15
SmartPay 11:9,10
58:17,19,20,21 61:20
65:13 68:19,21 69:22
83:10 84:8
SMITH 3:7
Smithsonian 2:4
snow 4:8
SNYDER 3:7
software 13:14
sold 93:5 95:5,9,9 97:1
97:20 101:6
solicit 51:8
solicitation 4:22 7:11
8:13 9:4 12:1,6 15:8
16:2,18 25:3,15 33:16
43:22 50:20 53:11
55:11 104:6
solicited 35:2 36:18,19
37:9 50:14
soliciting 13:3,4 36:15
43:8,16 44:1 52:1
somewhat 63:21
soon 80:16
sorry 18:8 23:9 27:9
29:3 35:18 45:22 48:4
59:3,12 63:6 80:19
91:19 99:1
sort 22:6 30:19 39:1
82:13
Southwest 2:7 3:11
Southwestern 3:15
space 73:2 98:1
span 18:6
speak 19:7 21:4
speaking 54:4
special 13:6 30:15,16
31:1 74:7,8
specialist 1:19 5:7,13
5:21
specific 58:4 60:21
63:20 88:16 90:6
94:16 97:22

spend 11:9,10 56:1
 67:20
spent 11:12 56:4
spirit 96:20,21 97:4,10
SPODEN 3:8
spread 68:4,8
spreadsheet 35:7
stage 30:15
stages 24:1
stand 5:4,6
standalone 24:7
standard 62:19 72:13
standardized 65:5
standards 72:8
standpoint 14:1 26:17
 28:11 30:2 39:12 42:3
 96:17,19 97:6
start 4:10 8:7 66:14
 96:13
started 4:4 71:14 72:16
starting 4:21 46:12
starts 32:10
state 2:6,9 3:2 19:8
 48:7 53:8 55:6 56:6
 60:11 67:9 79:7,18
 86:16 101:4
stated 22:18
statement 63:21
States 1:1 67:11 101:13
stating 57:20
status 26:12
stay 7:19
staying 23:3
steps 19:2
stop 39:20 43:9 49:13
straight 44:2
streamlined 58:3
Street 1:9
stronger 22:15
structure 34:11
study 99:7
stuff 86:13
subcontracting 14:15
 14:16,19,21
subfactor 34:19 35:13
 36:13 38:22 39:3,4
 43:10 44:11 49:4
subfactors 31:5
subject 16:9 58:11
submission 13:10 14:4
 14:8,11 15:5 18:19
submit 14:7,21 16:4
 29:19 89:8
submitted 18:22 28:12
submitting 13:17 14:13
 27:4,21 55:2
subpart 26:3
subsided 52:2

summer 100:15
summit 10:21
Sunday 80:13
supplier 9:19 10:21
 90:13
suppliers 8:22 9:14
 10:18 55:16 80:1 84:5
 84:14 90:13 92:11
 100:14
supply 14:20
Support 5:18
sure 7:1 10:3 13:7,17
 13:20 14:12 17:21
 19:12 27:10 54:7
 56:12 58:3 60:12
 62:14 66:13,21 67:1
 70:13 73:17 74:21
 75:18 76:1 77:3 80:9
 89:10 91:15 92:10,13
 94:20 95:11
SURRATT 3:9 84:16
 85:2,6,9
SUTTON 3:10
SWEET 3:11
switch 11:20
system 13:12,21 15:4,4
 15:7,9,16,18 16:1
 25:2 35:21 53:10
 58:21 73:13

T

Tab 52:12
Taipei 52:17
take 4:21 11:21 18:10
 29:10 32:13 47:21
 56:7 65:11 67:13,21
 74:2 77:19 82:5 89:20
 90:18 95:13,13
 102:17
takes 33:7 34:6
talk 4:17 8:1 30:14
 57:16 65:8 66:2
talking 44:11 45:8 46:3
 52:19 68:5 92:18
tall 76:1
tapping 76:11
target 86:11
task 86:9
taxes 83:12
TAYLOR 3:12,13
team 5:3,5,5,13,15 6:6
 8:7,11 10:5,15 22:11
 22:13 23:3 25:9 29:22
 31:11,13,19 32:21
 52:4 67:17 69:11
 71:11,12 72:10 74:11
 74:12 76:6 92:9 99:10
 99:14 102:16,18

103:8,11
team's 67:22
Tech 3:4
technical 13:1 15:5
 17:1 32:1,11 38:21
 39:11 97:5
telephone 3:22 53:17
 54:2
tell 100:9
template 85:18
ten 52:18
tentative 73:10
term 25:6
terms 16:10 17:20 47:5
 54:10 91:4 92:17
TERRY 3:15
test 15:11
testing 73:13
thank 4:5 6:5,7,9 20:16
 24:11 54:15,20 57:14
 57:18 60:9 62:10 69:7
 80:5 83:8 86:12 90:21
 96:2 98:21 103:5
 104:7
thanks 71:2 81:1
that'd 61:22
theoretically 42:9
THERESA 2:14
thin 99:20
thing 14:2,15 23:21
 30:21 57:9 59:18
 66:19 74:20 84:10
 88:14 90:11
things 4:18 9:8 11:4
 13:11,13 29:8 31:12
 33:3 42:10 51:7 71:16
 82:6 84:9 86:17
think 4:4,11 6:13 11:14
 11:15 29:7,11 31:9
 44:14 45:18 47:1,7,20
 53:7 56:8,12 67:22
 71:15 76:5,18 78:11
 86:13 89:22 90:3,19
 93:11,15 96:19 97:7
 97:13 99:14,16,17
 100:13,15,22 101:13
 101:16
thinking 33:3
third 33:22 55:8 82:4,7
 96:21 97:9
thought 8:12,14 20:13
 31:11
thoughts 90:20 104:5
three 18:11,12 36:5,7
 37:15,18 38:8 39:15
 45:5,14 46:7,14,19
 47:2,14 48:15 50:17
 50:20 57:6 73:20,20

86:12
threshold 35:3,15 37:2
 37:2 38:19 40:14 96:6
 96:12,14
throwing 95:16
Thursday 95:17
ticket 63:4 64:5,6 67:10
 67:14 68:3,14 84:13
 84:15 87:21 88:1
ticket's 70:9
ticketed 83:11
ticketing 67:13 81:19
 86:2,6
tickets 61:2,3 68:1
time 7:19 10:11,13
 14:11 15:22 16:3
 17:16 18:6 22:12
 24:10 25:7 30:3,6
 34:19 35:8,10,12 36:2
 36:5,7,10 37:15,18,19
 38:8,9,14 39:3,15
 40:1 41:13 42:11 45:5
 45:11,17,20 46:7,8,14
 46:15,18,19 47:2,11
 47:11,14 48:2,8,10,15
 67:22 72:10 90:13,14
 90:15 91:4,5,22 92:1
 94:16 95:2,16,20
 96:18 97:16 98:3
 100:16 101:7
time's 48:20
timely 69:22
times 10:8 21:9,13
 45:15 51:10 98:10
TMC 62:6
TMCs 61:1
today 7:10 48:3,8 55:22
 75:19 98:8 99:1
Tokyo 52:15
Tom 2:3,17 3:2,4 44:21
 46:2,16 61:14,15
 77:13 82:1 94:10 96:4
 103:1
TONIA 3:7
tool 13:13 85:3
top 55:8 98:20
topic 59:14
topics 8:4
total 11:10,11 38:16,17
 38:18 39:7 41:1 75:16
 76:2,13,14 77:7 78:4
 78:8,9,14 84:3
totally 67:10
touched 91:7
trade-off 32:1
Trademark 2:6
traffic 88:19
transaction 11:11

TRANSCOM 22:13
23:20
transparency 8:18
27:15 31:13 82:5
transparent 9:14 32:13
Transportation 52:20
82:17 85:16
travel 3:2,4 5:17 19:22
30:17 52:2,3 57:2,4
59:5 60:19 61:1,9
62:2,7,13,16,21 63:1
63:2,14,16,18 64:1,3
65:9,19 66:6 67:16
69:13
traveler 42:7 56:7,15
57:6 62:22 64:16,21
92:5,12 97:11
travelers 9:10 71:22
73:2 74:2 86:14 88:12
98:13 100:1,2
traveling 73:2
treated 85:8
tried 7:18 12:9 34:13
tries 97:8
trigger 68:18
trip 66:8
trips 75:20
trouble 6:15
true 57:11 84:12,15
94:2
truly 31:19
try 7:19 54:19 55:14
80:15 87:1 101:11
trying 9:13 32:2,13,15
32:19,22 66:8 71:8
73:1,4,18 82:14 84:11
88:19 96:15
Tuesday 15:12 95:14
turn 30:10 31:6 50:4,5
turned 30:11
turns 101:19
twice 74:17
two 14:8 18:1 21:17
32:9 36:1 41:10 46:8
47:3 52:22 67:10,13
67:18 68:9,17 69:5
71:16,22 74:7 80:8,9
80:16 82:18 83:21
102:19,21
type 49:5
types 53:6 66:22
typically 28:4

U

U.S 2:6 82:17 87:19,20
88:3 101:9
ultimately 37:10
unclear 78:4

undergoing 19:3 26:15
understand 21:2 23:19
34:14 46:10,11 55:15
65:1 66:13 78:6 84:6
87:7 91:16 95:10,22
96:1 97:1,6 98:5,5,7
98:10,13 101:5 104:4
understanding 63:5
93:9
unfair 90:3
unique 79:21
United 1:1 2:3 44:22
67:11 77:13 87:18
94:10 101:12
unmuted 44:18,20
unnoticed 22:14
upcoming 73:11
update 25:2 91:2
updated 17:6 22:21
24:21 25:1,19
updates 24:22
upgrade 56:10,15
upgraded 57:12
upload 15:21 16:5
usage 71:17 72:18
75:19 76:15 96:9,16
use 15:4 55:20 61:17,20
62:1 63:1,14,18 65:8
65:18,20 77:12 82:10
83:18 90:15 100:4,7
103:13
useful 102:5
user 15:17
USTC 2:16
USTRANSCOM 18:22
usually 80:12 83:20
utilization 71:19

V

VALENTINE 3:14
validate 28:10 77:10
78:1 92:14
validated 86:21
validating 34:8
validation 86:22
value 31:19 42:11 47:5
52:5 76:1 88:12 99:17
values 22:20
vast 67:19
verification 28:6
verify 28:8 29:16 69:18
78:22
verifying 28:1
version 34:21,22 35:17
versus 9:19 21:11 32:1
33:1 39:3,8 41:2,5
42:5,13 80:22 90:4
Veterans 2:5 3:4

viable 24:7
vigorous 99:10
VIJAYA 3:3
visit 12:20
voice 79:22
voucher 66:7

W

wait 19:5 98:18
waiting 10:13
waivers 99:3 100:3
walk 53:2 66:10,12
walked 53:2 72:11
want 4:4,10 7:21 10:6
11:17 12:11 13:7,16
14:2,12 17:21 29:16
32:18 34:12 42:15,16
55:4 56:12 62:14 67:4
67:19 69:17 76:22
77:10,18 81:14 90:12
94:20 95:11,11 96:13
100:10 102:8 103:6
wanted 7:15 8:7 11:8
31:14,19 58:2 71:6
80:6
wanting 84:18
wants 20:4
Washington 1:9 45:20
46:6,8 64:1 65:22
84:19,21
wasn't 99:19
way 10:4 22:18 31:19
32:16,19 41:20 43:11
54:2 59:10 72:19,20
73:2 75:2 80:1 84:6,7
84:21 93:9 100:20
ways 22:19 32:2,22
we'll 8:1,4 9:20 19:5
20:5,22 22:20 29:11
33:21 53:3 59:19
65:11 70:3 71:11
77:19 78:16,22 79:2
80:15,18,18,20 99:17
100:22
we're 4:18 7:10,12 8:3
9:6,8,9,13 10:7,9 11:1
11:5,15 13:4,5 16:6
18:4 21:7 25:4,20
27:2,8 29:8 31:3,4
32:2,12,19 33:11,15
34:3 39:18,19,21
44:10 46:3 47:4,5
49:21 55:12,15 58:6,6
64:9 65:16,22 66:19
66:22 67:2 69:18,21
70:5,6,7 71:8,17,18
71:22 73:8 74:7,14
76:18,20 77:2 78:20
82:3,4 84:10,13 86:1
86:15 92:14,15 96:8
96:10,13,14,15,15
100:1,21
we've 8:21 18:13 33:18
40:5 47:19 49:11
59:14 60:1 64:10
73:21
weather 4:6
website 87:3
Wednesday 1:6 15:11
95:15
week 4:8 16:3 95:13
97:22 104:8
weekly 22:12 23:1,2
32:20
weeks 73:20,20 97:3
102:19,21
weigh 21:20
weighing 22:10
weighting 71:7
Welcome 4:3
went 11:9 41:6 49:12
54:22 55:5 57:20
100:14 104:10
weren't 31:18
west 36:4,4,6 37:14,17
41:14,15 45:7,7,8
46:3,16,17 48:2,7,11
wholeheartedly 66:18
WILLIS 3:15
winners 88:15
wise 8:15
wonderful 101:17
wondering 91:13 100:2
Word 54:8
worded 93:10
wording's 93:11
words 46:4
work 22:16 30:17 55:12
72:16 84:14 85:18
100:5,15
working 9:6 11:1 20:9
22:12,15,19 23:19
33:6 55:18 63:13
66:14 71:11,13 72:19
72:22 80:9,22 84:4
86:13
workload 76:10
works 96:1
worrying 34:7
Worth 50:22
wouldn't 21:15 58:5
77:20 98:9
writing 87:2
wrong 76:6

X

Y	16 18:10 34:21,22 35:17 39:5,5 60:1 167 41:1,5 16th 15:13 17 8:1 20:9 32:3 33:5,15 60:1,5 18 33:5 1800 1:9 18th 16:7 192 35:19 1st 18:6,9 30:7	95:1,19 96:5,12,13,16 97:15 98:2 65/35 72:4
YCA 9:7 49:17,22 58:10 58:10,15 60:17 61:8 63:4 64:7,15 65:3 68:10,15,20 69:2,3,4 71:10 75:20 91:17 101:21 year 8:12 9:16 10:8,13 12:7 18:4,21 26:20 27:2 31:22 49:20 50:7 50:10,15 51:8,21,21 55:1 59:15 71:15,18 73:18 74:18 77:10,11 89:6 90:11 93:12 99:18 years 4:20 8:11,16 12:8 31:11 42:1 85:16 87:4 Yep 98:22	2	7
Z	2 16:5 18:5 35:4 36:6 37:20,20 40:4 49:13 49:20 51:4,11,15 99:2 2/15 103:17,19 2:15 103:18 2:44 104:10 20 43:12 44:4 51:21 200 35:16 36:14 37:3 38:20,21 39:8 43:4 2016 1:6 208 38:19 22 40:17 25th 16:2 26th 16:1 28th 16:6 2nd 18:8	7:00 42:3 7:01 42:12 70 93:13
zero 95:6 zone 45:11,17 48:2,8,10 zones 36:5,7 37:15,18 38:8 39:15 45:5,15,20 46:7,9,14,19 47:2,14 48:15	3	8
0	3 1:6 35:5 47:20 49:4,10 49:13 52:12 91:18,19 30 75:12 300 37:10 43:3 30th 18:7 27:1 31st 18:9 35 49:22 37 40:22	80 9:1 40:16 87 40:19
1	4	9
1 14:9,11 15:21 16:4 18:5 34:19 35:4 36:3 37:14 38:22 44:11 49:20 51:15,16 53:12 90:5 1-month 18:12 1.25 49:12 1.5 49:12 1:00 1:9 4:5 1:05 4:2 10 36:9 40:3 85:16 10:59 42:3,12 100 36:17,17 37:3,4,5 43:5 95:15 102 38:17 106 38:17 10th 15:12 11 76:4 11:00 41:18 42:5,13 116 41:5 12 85:16 87:4 136 39:8 14 56:6 1459 1:8 15 71:4 72:3 150 17:18 15th 103:20 104:2	4 35:3 36:9 39:6 40:3 41:3 47:11 52:13 4500 53:13	
	5	
	5 4:4 37:20 40:4 43:14 46:16,18 47:11 5:59 42:5,13 50 37:6,6 40:14,21 58 40:16 71:4 72:3 5819 53:13	
	6	
	6 12:15,17,21 17:6 35:4 6:00 42:8 60 91:5,22 94:17 65 49:22 91:4,21 93:13	

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