

Overview of Travel Program March 2017

What's In It for You?



Airfare Rates

- Access to real-time airfare pricing and all flight options
- Average airfare discounts of 5% on Domestic and 20% on International
- Preferred board (guaranteed zone 1 or 2) and priority standby on Delta
- Early access to seating maps on British Airways
- Flat rates (fully refundable) to Washington DC, Chicago, and many more on Virgin America
- Airline service funds to reduce/waive change fees (first come, first serve)

Car Rentals

- Average discounts of 17% includes UC-approved protection through the car rental company (Hertz/National/ Enterprise/Dollar/Thrifty)
- Book an intermediate sized car (policy approved) competitively priced with compact cars due to UC negotiations
- Flat rates with National and Hertz (roundtrip only)
- Ability to tie traveler Hertz Gold or National Emerald loyalty to UC rates

What's In It for You?



Hotel Program

- Average discounts of up to 20% with Marriott, Starwood, and Club Quarters
- UC negotiated rates with boutique hotels close to various campus sites such as Hotel Shattuck, UC Berkeley or Hotel Angeleno, UCLA or Dream Inn, UC Santa Cruz
- Special weekend rates with Club Quarters – starting at \$90 in Washington, DC; \$160 in New York City; or £85 in London
- Free internet access at all Marriott locations

Other Benefits

- Automatic traveler insurance (alerts to extraction through WorldCueTraveler – iJet) for all traveling 100+ miles from home
- Ability to pay for airfare with personal credit card or directly from budget funds using the campus travel systems (CTS) ghost card

Where to find UC's Rates & Benefits?

Booking Options via Connexus:

- **BCD Travel** – one of top three Global Travel Management companies in the world;
- **UCLA Travel Services** – corporate travel department (CTD) based out of UCLA campus;
- **SWABIZ** – Southwest Airlines for Business is managed by Southwest and UC rates can only be accessed via the SWABIZ link in Connexus

Booking agents outside Connexus:

- **Short's Travel** – proprietary online tool, FindIt, offers an alternative for those who do not have access to Connexus

Which agency should you use?

	BCD Travel	UCLA Travel	Short's Travel	SWABIZ	Amtrak
Automatic Traveler Insurance Registration (via UC Risk Services)	✓	✓	✓		
Online Booking Tool (click "Book Now" in Connexus)	✓	✓	FindIt*	✓	✓
Campus Paid Airfare (charge budget/research funds directly)	✓	✓			
Online access to ALL Southwest fares (including web discounts and international fares)	✓			✓*	
Agency Booking Fees	✓	✓	Waived*		
Access to UC Rates for Car Rentals	✓	✓	✓	✓	
Access to UC Rates for Hotels	✓	✓	✓		
Access to UC Rates for Amtrak					✓
EXTRA Southwest Rapid Reward Points				✓	

Airfare Price Protection

What happens if your ticket price drops after purchase?

- Benefit of booking with the following agencies includes continuous access to lower fares:

	BCD Travel	UCLA Travel
<p>First 24 hours after ticket confirmation <u>AUTOMATIC</u> rebooking of ticket No action required by traveler</p>	<p>☑*</p>	
<p>24 hours AFTER confirmation – <u>MANUAL</u> process Price drop should cover ALL airline fees ** Traveler approval necessary</p>	<p>☑</p>	<p>☑</p>

** Most airlines charge a fee (starting at \$200) to change non-refundable tickets

* *Automatic Rebooking does not apply to Southwest fares*

Why use UC's Preferred Agencies?

Travel paid for at check-out, may not be all you pay for when you're done with the reservation.

Base airfare may be the same on Expedia or airline site as with UC's preferred agencies. However the following benefits are only available via UC's preferred agencies:

- ✓ Discounts with most major airlines;
- ✓ Priority boarding and/or priority standby;
- ✓ Early access to international seat maps;
- ✓ Automatic registration in traveler insurance;
- ✓ Campus paid airfare (Direct Bill/PTA/Speedtype)

Savings – What’s left on the table?

Potential projected savings calculated if 80% of all airfare is booked through the travel program. This goal was established by the UC Travel Council for achieving high implementation:

	2014	2015	Year-over-Year Changes Difference & %	
Actual Savings	\$15,893,303	\$17,472,929	\$1,579,626	10%
Airfare	\$11,895,266	\$11,792,227	(\$103,039)	-1%
Car Rentals	\$861,994	\$985,749	\$123,755	14%
Hotel Bookings	\$1,509,830	\$2,946,163	\$1,436,333	95%
Online Fees (vs. by Agent)	\$951,360	\$1,017,864	\$66,504	7%
Direct Bill (CTS) Revenue	\$674,853	\$730,926	\$56,073	8%
Projected Savings	\$26,405,207	\$30,318,754	\$3,913,547	15%

Campus Participation in Travel Program

Campus	Air Spend via Program	Total Spent on Airfare	Utilization
Berkeley	\$9,829,530	\$19,280,408	51%
Davis	\$5,736,386	\$13,377,874	43%
Irvine	\$1,028,958	\$6,353,103	16%
UCLA	\$11,643,735	\$20,677,815	56%
Merced	\$757,294	\$1,061,860	71%
Riverside	\$888,087	\$3,718,825	24%
San Diego	\$5,192,573	\$12,669,076	41%
UCSF	\$3,217,324	\$10,318,637	31%
Santa Barbara	\$1,258,641	\$5,353,408	24%
Santa Cruz	\$534,706	\$2,870,000	19%
UCOP	\$2,193,788	\$2,237,664	98%
Total	\$42,281,022	\$97,918,670	43%

Year-over-Year Savings and Adoption

Over the past several years the travel program has experienced steady growth – Number of tickets booked has increased, but campus dollars spent on airfare remained flat proving that UC discounts are being fully leveraged:

	2010	2011	2012	2013	2014	2015
Utilization Level	21%	33%	39%	40%	45%	43%
Airfare Purchased	\$19,352,557	\$25,373,459	\$33,904,894	\$35,816,488	\$41,792,640	\$42,281,022
# of Air Tickets	43,393	52,663	65,380	69,994	86,587	90,017*
Online Booking %	29%	43%	49%	53%	58%	59%

Drop in utilization between 2014 and 2015 has been attributed to the closure of STA Travel (Student Abroad Program) physical locations at various UC campuses since 2013



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