

# CONNEXXUS TRAVEL NEWSLETTER

April – June 2011



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## CONNEXXUS DID YOU KNOW

Officially launched throughout the month of February, the Central Travel Office is proud to welcome the California State Universities into the Connexxus Program.

The Central Travel Office completed the training and implementation on the first seven pilot locations. Reservations and ticketing have now commenced. Similar to UC's design, the CSU's have appointed Travel Coordinators at each campus location to support and promote the use of Connexxus. Please join the Central Travel Office in welcoming our newly implemented seven pilot CSU campuses:

Fresno State, Humboldt State, Northridge, San Francisco State, San Bernardino State, Stanislaus, and the Chancellor's Office

The CSU is a leader in high-quality, accessible, student-focused higher education. With 23 campuses, almost 412,000 students, and 43,000 faculty and staff, CSU is the largest, the most diverse, and one of the most affordable university systems in the country. CSU offers unlimited opportunities to help students achieve their goals. They prepare graduates who go on to make a difference in the workforce. CSU engages in research and creative activities leading to scientific, technical, artistic and social advances. CSU plays a vital role in the growth and development of California's communities and economy.

For more information on the California State University system see [www.calstate.edu](http://www.calstate.edu).

*We encourage you to share your story ideas, questions and comments about the newsletter. To do so, please contact [UCTravel@ucop.edu](mailto:UCTravel@ucop.edu).*

**CSU** The California State University

## KEY NEWS FROM CONNEXXUS PREFERRED PROVIDERS

### AMTRAK DISCOUNT

Effective March 1, 2011 – December 31, 2011, save 15% on best available rail fares for travel in California on the following train routes:

- Pacific Surfliner (SLO – Los Angeles – Irvine – San Diego)
- San Joaquin (SFO – Sacramento – Fresno – Los Angeles)
- Capitol Corridor (San Jose – SFO – Oakland – Sacramento)

Visit the Connexus portal to make online reservation and for more information (Partner Programs, Amtrak).



### NATIONAL CAR RENTAL

#### Good to Know:

Rates and coverages are driven by the contract ID number. Contract ID numbers are automatically applied when booking through a Connexus agency. Provisions of the UC contract are based on the CONTRACT ID NUMBER being applied at the time of reservation and rental.

#### Rates:

UC has special negotiated rates; the contracted rate serves as a ceiling rate to ensure that UC/CSU travelers will not be charged a higher rate provided the contract ID number is used at the time of reservation and rental. Lower rates MAY apply at the time of reservation and are honored provided there are NO CHANGES to the initial reservation. ANY CHANGE TO A RESERVATION MAY AFFECT THE RATE.

**Mileage:** Unlimited based on the vehicle returning to the same rental location.

**One-Way Rentals:** Daily Rate plus \$0.30/mile for all car classes outside of designated local rate zones (visit the Connexus portal for a listing of local rate zones).

#### Coverages:

**LDW:** For business rentals this is automatically included when booking a National car through Connexus (as long as there is no violation to the Rental Agreement).

**Liability:** For business rentals coverage limits are provided automatically when booking a National car through Connexus (as long as there is no violation to the Rental Agreement).

#### Benefits of Emerald Club:

- **Emerald Club membership is FREE**
- Reserve a mid-size car and **personally** SELECT any available car on the Emerald Aisle or Executive Selection and ALWAYS pay mid-size
- **BYPASS the rental counter** with Emerald Club Aisle, Executive Selection and Emerald Reserve services at most major North American airport locations
- **Automatic membership upgrades** with enhanced benefits based on rental frequency

**NATIONAL CAR RENTAL continued:**

- **Earn credits** towards free rental days
- **Option to receive rental receipts via e-mail** after every rental

**What if I am in an accident?**

1. Stay as calm as possible.
2. Check for injuries. Life and health are more important than damage to vehicles. When in doubt, call an ambulance.
3. If the accident is minor and there are no serious injuries, move cars to a safe place, rather than risk being in moving traffic.
4. Turn on hazard lights. If warranted, and possible, use cones, warning triangles or flares for safety.
5. **Call the police, even if the accident is minor.**
6. **Notify your car rental company and advise your manager and/or travel manager about the accident immediately. Please ensure that an accident report is completed with the designated car rental company - if one is not completed this may affect the coverages provided in the contract. You, your manager or travel manager should also notify Campus Risk Management of the accident and provide a copy of the accident report.**
7. Don't sign any document unless it is for the police or the car rental company.
8. Make immediate notes about the accident including the specific damages to all vehicles involved. Use the form that is in the wallet above the visor or glove compartment. If the name on the auto registration and/or insurance policy is different from the name of the driver, establish the relationship and jot it down. Get witness information, if possible, as well.
9. Be polite, but don't tell the other drivers or the police that the accident was your fault, even if you think it was. Likewise, do not accuse the other drivers of being at fault at this time. Everyone is usually shaken up immediately after an accident, and it is wise to state only the facts. **Limit your discussion of the accident to the police.** Even if the facts are embarrassing or detrimental to you, be truthful.
10. If you have a camera, or cell phone with a camera handy and it is safe to do so, photograph the accident scene and any damage to the vehicles.
11. **If possible, do not leave the accident scene before the police officers and other drivers do.**
12. Finally, remember that while getting the facts is very important, investigating the accident should be left to the police officers and the car rental company.

More information is available in the Connexus portal under Partner Programs (Car)



**SINGAPORE AIRLINES**

**A380 to Serve Los Angeles from 1 July**

Singapore Airlines will operate the Airbus A380 superjumbo on the Singapore-Tokyo Narita-Los Angeles route from 1 July 2011. The launch, initially scheduled for 27 March 2011, was postponed following the 11 March earthquake in Japan. Los Angeles will be the eighth destination in the Singapore Airlines network to receive scheduled A380 services.

Exclusive to the Singapore Airlines A380 is the brand new Singapore Airline Suites. Also featured are the award winning Business Class, the most spacious the world has ever seen; the Economy Class, promising more comfort than ever; and KrisWorld, the greatest show in the sky.

The schedule for flights SQ12 and SQ11 is as follows (all times local):

From Singapore to Los Angeles via Narita

Flight No.	Days of Operation	Depart Singapore	Arrive in Narita	Depart Narita	Arrive in Los Angeles
SQ12	Daily	0925hrs	1730hrs	1915hrs	1330hrs

From Los Angeles to Singapore via Narita

Flight No.	Days of Operation	Depart Los Angeles	Arrive in Narita	Depart Narita	Arrive in Singapore
SQ11	Daily	1545hrs	1915hrs +1 *	2050hrs +1 *	0305hrs +2 *

*\* +1 indicates that the time listed is one day after the date of departure, while +2 indicates two days after the date of departure*

Singapore Airlines operates the A380 to Hong Kong, London, Melbourne, Paris, Sydney, Tokyo and Zurich.

More information is available in the Connexus portal under Partner Programs (Air)



## CONNEXXUS TRAVEL EVENTS

### ON THE ROAD WITH CONNEXXUS

Debra Almason from the Central Travel Office traveled to UC Davis to conduct two Connexxus training sessions, which were very well received. Debra covered the Smart Initiatives, all the Partner Programs, Travel Insurance, potential savings once Connexxus is closer to an 80% usage rate, and explained the booking processes. There were 45 folks in one session and about 35 in the second. The attendees gave rave reviews and the campus and hospital travel staff appreciated the detailed processes explained.

### UCLA HOLDS 11<sup>TH</sup> ANNUAL TRAVEL FAIR

This spring, UCLA held its 11<sup>th</sup> annual Travel Fair, open to all students, staff and faculty. The fair attracted over eighty travel suppliers from all areas of travel, including air, car rental and other ground transportation providers, hotels, leisure travel and study abroad vendors. A special area was set aside for Connexxus suppliers, of which there were 28.

In addition to visiting the vendor booths, attendees could participate in any of three separate mini-seminars. The first seminar was a Connexxus Update which was followed by a Meeting Planning session and finally there was a session covering the University's Travel Insurance program. All sessions were well attended and many questions were asked and answered.

Over 1000 people attended the Travel Fair over a 3 hour period. Both vendors and attendees reported that this year's fair was one of the best they had ever participated in.

### UC MERCED

For 2010, UC Merced had an 84.4% participation rate for the Connexxus program on their campus. They continue to promote the use of Connexxus with quarterly training programs offered to all faculty and staff on campus, and individualized workshops tailored to departmental needs. So far they have trained 200 of their faculty and staff. With Merced's unique location and air travel challenges they hope to see improvements in agreements with airlines as the Connexxus program grows and we generate business through joint programs with our CSU partner. Increased utilization of Connexxus promotes cost savings when faculty and staff travel on University business.

UC Merced held their second Town Hall meeting this past February with Debra Almason and Catherine Janowicz (BCD Travel). They provided an update to the campus on the new BCD interface changes which were well received. They have scheduled quarterly Town Hall meetings to keep the campus and UCOP Travel colleagues informed of any updates or changes.

They also held a Service Vendor Fair in March. Pam Taylor and Stacey Dias attended from UC Merced Travel along with Giesel Velez from the Connexxus Travel Office.



## CONNEXXUS KUDOS

“Don Sniffen with BCD Travel is helping me book a large conference that includes a lot of international air travel for an event we are having in April. We are paying for approximately 100 travelers coming from all over the world. It is requiring a lot of communication between him and my guests, and him and me in order to be sure to get appropriate itineraries, make sure they are in compliance with University policies, and to meet the Fly America Act and my other federal grant guidelines for air travel purchase.

He has been invaluable for the last few weeks. By my estimate, so far we have logged well over 700 emails in order to complete the bookings so far and we are only halfway through the list. I know this greatly impacts his regular work schedule, and we are most grateful for the time he is putting toward this event. These are complicated reservations and he has worked his magic in being able to handle all the issues that arise. My guests are very pleased with his assistance, his extreme professionalism, and dedication in getting this all booked promptly.”

– Diana Puccetti, Office & Event Planning Assistant, UCD

## CONNEXXUS PROGRAM EVALUATION

In the third quarter of 2010, the Connexus Program passed a significant milestone when it was able to announce the implementation of the Connexus program at all UC locations. Although there is still considerable variation in the degree of Connexus utilization, efforts are being made in all sectors to increase utilization and completing training programs focused on further growth of the program.

The evaluation therefore is the first step in an ongoing quarterly assessment of Connexus performance and the identification of those areas where improvement is required. Also, based on the request of UCOP’s CFO we will undertake periodic rankings and comparisons of the eleven UC locations against several criteria.

We are pleased to be in the position to make a contribution to the President’s “Working Smarter” administrative efficiency program and its target of reducing administrative costs by \$500 million over the next five years. Connexus is one of the systemwide programs to be included in this initiative.

The Connexus Travel Office recommended the adoption of five criteria to be used in evaluating Connexus which were subsequently approved by the Travel Council.

1. Participation in Connexus
2. Airline Savings
3. Rental Car Savings
4. Hotel Savings
5. Online Bookings

Connexus can identify actual annualized savings for 2010 of \$4,456,432. The projected savings, assuming 80% of all bookings are completed through Connexus, would result in savings of \$12,381,710.

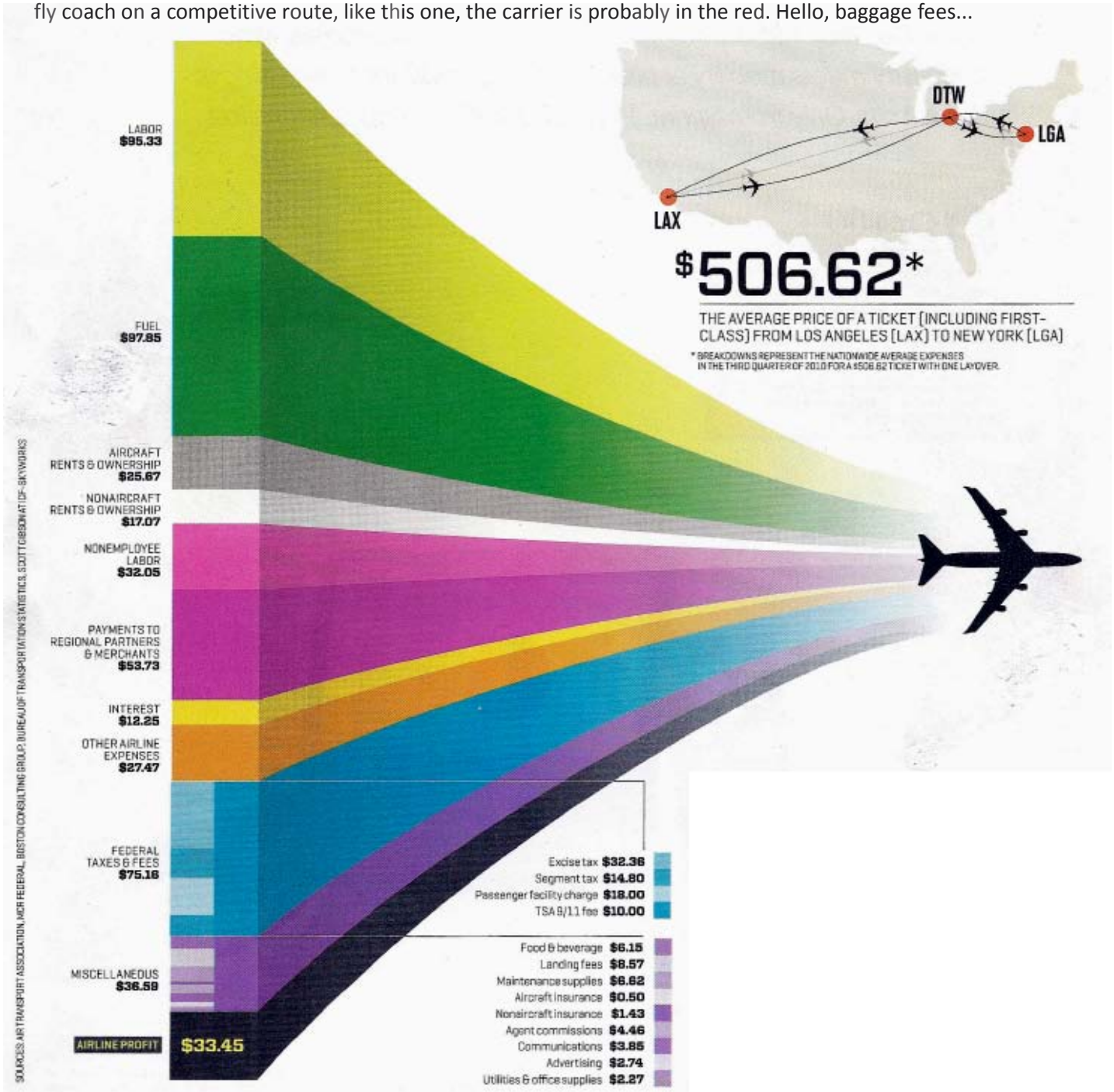
	Actual Savings Jan – Aug 2010	Actual Savings Annualized	Projected Savings
Airline Savings *	\$2,295,724	\$3,443,586	\$8,126,539
Rental Car Savings	\$219,853	\$329,779	\$395,735
Hotel Savings	\$251,618	\$377,427	\$2,296,640
Online Bookings	\$203,760	\$305,640	\$1,562,796
<b>Total</b>	<b>\$2,970,955</b>	<b>\$4,456,432</b>	<b>\$12,381,710</b>

\* Includes savings on average ticket price and unused ticket funds

## FLIGHT PATTERNS

EVER WONDER WHAT'S BEHIND THE RISING PRICE OF AN AIRLINE TICKET? THE COST BREAKDOWN MAY SURPRISE YOU. –By Anne VanderMey / Graphic by Pitch Interactive for Fortune Magazine (March 21, 2011)

**WHERE THE MONEY GOES** The journey begins on a Delta Boeing 737 in Los Angeles. A 23-minute boarding time and a 24-minute taxi to the runway cost the airline more than \$1,000 in fuel, labor, and maintenance. Flying to a layover in Detroit runs \$11,674; getting to the gate, another \$309. Taxiing alone can cost \$3,611 on a roundtrip flight from LAX to LGA, says MCR Federal's Joakim Karlsson. Juggling those costs [actually flying is only about half of an airline's expenses-see chart] is tricky. Although the industry performed better last year after a lousy decade, rising fuel prices are taking a toll: A ticket that would have made \$33 in 2010 now makes \$4. And if you fly coach on a competitive route, like this one, the carrier is probably in the red. Hello, baggage fees...



## UPCOMING EVENTS

### Connexus Campus Training

UC Berkeley May 3, 16 – 17

UC Davis May 17

UC Santa Cruz May 18 – 19

**UC Administrative Holiday** May 30

APRIL 2011							MAY 2011							JUNE 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	7				1	2	3	4
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	20		

## TRAVEL NEWS & LINKS

[UC travel programs aim to cut costs and boost convenience](#)

[Car rental prices set to rise 30% in Europe because Japanese supply shortages mean firms can't cope with summer demand](#)

[Southwest Airlines Has Acquired AirTran](#)

[G-28, Policy and Regulation Governing Travel](#)

[Transportation Security Administration](#)

[U.S. State Department Travel Info](#)

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University of California Office of the President  
Website: [www.ucop.edu/travel](http://www.ucop.edu/travel)  
Email: [UCTravel@ucop.edu](mailto:UCTravel@ucop.edu)  
[Connexus Portal](#)*

### CONNEXXUS TRAVEL TIP

Travelers not taking a scheduled trip should remember to cancel the trip with the travel agency prior to flight time in order to take advantage of the unused ticket credit.

### CONNEXXUS PREFERRED SUPPLIER INCENTIVES

- **Continental Elite Match**  
Continental Airlines will match other airlines' frequent flyer status.
- **Hertz Gold**  
Hertz #1 Club Gold annual fee of \$60 is waived for UC/CSU employees.
- **Marriott Rewards**  
As valued UC employees, Marriott will waive their 10-night requirement, so that you may experience immediate benefits as a Silver Elite member of Marriott Rewards.

Visit the Connexus portal for more information (Partner Programs, Air, Car, Hotel).

### CONNEXXUS TRAINING

The Connexus Travel Office provides on campus and webinar training to promote the use of Connexus. Training is offered to all faculty and staff along with individualized workshops tailored to departmental needs. Contact the Connexus Travel Office for more details: [UCTravel@ucop.edu](mailto:UCTravel@ucop.edu).