

***SUPERSEDED BY CALTRANS TRAVEL TIP 2004-03***

**CALTRANS TRAVEL TIP 2003-10  
AIRLINE CONTRACT, IN-STATE AIRLINE TICKET PILOT, AND DEPARTMENT  
AIRLINE POLICIES  
(June 26, 2003)**

This note has been approved by Cindy McKim, Chief of the Division of Accounting, to be sent to All Caltrans E-Mail Users by the Travel Policy Section. The Caltrans Travel Tip is intended to communicate the Department's travel policies quickly and efficiently to all Caltrans employees.

**I. Airline Contract**

The Department of General Services (DGS) has issued Management Memo 03-13 announcing the new State contracted airline rates. The new contracted rates are effective July 1, 2003.

**II. In-State Airline Ticket Pilot**

Effective August 1, 2003, the Department of Transportation (Department) will conduct a six-month pilot to purchase the least expensive airline tickets for in-state business trips.

The pilot will be limited to the least expensive refundable ticket from all carriers or the least expensive non-refundable ticket from Southwest Airlines. Non-refundable tickets are limited to Southwest because they offer the most flexibility in changing non-refundable flight reservations without incurring change fees.

Unlike tickets purchased at the contract rates, non-contract tickets have limited availability. To maximize savings to your program's budget, employees must plan in advance and reserve airline tickets as early as possible. Historically, Southwest offers the greatest savings when reservations are made at least 14 to 21 days in advance.

Patterson Travel has been instructed to review each Request for Travel Ticket form and purchase the least expensive ticket available at the time of reservation. Patterson Travel will limit the search for tickets to flights that have departure times within 15 minutes before or after the employee's original request.

**III. Department Airline Policies**

**Requesting an Airline Ticket**

Employees requesting an airline ticket are required to fax an approved Request for Travel Ticket, form FA-0008, to Patterson Travel at (916) 925-1509 or (916) 925-0873. Patterson

Travel will confirm the reservations by either faxing or e-mailing an itinerary to the employee.

It is the traveling employee's responsibility to review his/her itinerary prior to travel to ensure the reservations are correct and to understand any and all non-refundable restrictions.

Employees should contact Patterson Travel immediately if the reservations are incorrect or if the itinerary instructions are not clear.

### **Changing an Airline Ticket**

All changes to airline tickets **must** be made through Patterson Travel. **Employees must not make changes directly with the carrier.**

Employees are required to submit a revised and approved Request for Travel Ticket form labeled "**Change**" when one of the following items are modified:

- Destination
- Carrier
- Departure date or
- Arrival date

Below are contact numbers and additional instructions to effectively change an airline ticket:

#### **Prior to departure **during** normal business hours (8am to 5pm):**

- Call Patterson Travel at (916) 929-3565 or (800) 748-6655 to make changes.
- If applicable, fax a revised and approved Request for Travel Ticket form to Patterson Travel at (916) 925-1509 or (916) 925-0873.

#### **On the trip **during** normal business hours:**

- Call Patterson Travel at (916) 929-3565 or (800) 748-6655 to make changes.
- If applicable, fax the revised and approved Request for Travel Ticket form to Jackie Wood at (916) 227-8662 the business day following the employee's return.

#### **On the trip **after** business hours and/or **emergency** travel:**

- Call Patterson Travel's emergency hot line at (800) 823-9188 to make changes.
- If applicable, fax the revised and approved Request for Travel Ticket form to Jackie Wood at (916) 227-8662 the business day following the employee's return.

***There is a cost for calling the emergency hot line. Employees should only call the hot line for an actual emergency. Failing to plan in advance is not an emergency.***

### **Canceling an Airline Ticket**

Employees **must** cancel airline tickets a minimum of 24 hours in advance or when circumstances are known. To cancel an airline ticket, you must e-mail the Department's **Airline Refund** lotus notes account with the following information:

- Name of the traveler

- Travel dates
- Airline confirmation number

Once the notification is received, the Travel Policy Section will initiate a refund or credit request. The fare will either be refunded to the Department or credited to future trips. The original cost coding used to purchase the ticket will be credited to reflect the cancellation.

Failure to follow this process will result in unused monies. Unused monies will **not** be credited to the employee's original cost coding.

For more information regarding this pilot, please contact either Jackie Wood at (916) 227-9033 or Gilbert Petrissans at (916)-227-9079.

For more information on airline tickets or other travel policies, visit the Caltrans Travel and Expense Guide at <http://adsc.dot.ca.gov/ASC/travel/index.htm>.

**For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Gilbert Petrissans at [Gilbert\\_Petrissans@dot.ca.gov](mailto:Gilbert_Petrissans@dot.ca.gov) or Nancy Ledesma at [Nancy\\_Ledesma@dot.ca.gov](mailto:Nancy_Ledesma@dot.ca.gov). TTY users may also call 1-800-735-2922.**

Happy Travels.



***Cal T. Rans***  
Your Partner in Travel