

HB

300

House Committees

Labor & Commerce
Military & Veterans Affairs
State Affairs
Regulation Review

Alaska State Legislature
Representative
Joe Hayes

119 N. Cushman, Ste. 205
Fairbanks, AK 99701
(907) 456-7423 / Fax: 451-9293

While in Juneau
State Capitol
Juneau, AK 99801-1182
(907) 465-3466 / Fax: 465-2937

Memorandum

To: Representative Coghill, Chair State Affairs Committee
From: Representative Joe Hayes *JH*
Date: February 02, 2002
RE: HB 300, Travel Procurement

I respectfully request that this bill be scheduled for a hearing in your committee.
Attached are all the pertinent backup materials requested.

District 30

representative_joe_hayes@legis.state.ak.us

FISCAL NOTE

STATE OF ALASKA
2002 LEGISLATIVE SESSION

Fiscal Note Number: _____
 Bill Version: HB 300
 () Publish Date: _____

Revision Date/Time (Note if correction): _____ Dept. Affected: All
 Title An Act relating to the procurement of certain BRU All
travel services Component All
 Sponsor Representative Hayes
 Requester House State Affairs Component No. All

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Personal Services						
Travel						
Contractual						
Supplies						
Equipment						
Land & Structures						
Grants & Claims						
Miscellaneous						
TOTAL OPERATING	*	*	*	*	*	*

CAPITAL EXPENDITURES						
-----------------------------	--	--	--	--	--	--

CHANGE IN REVENUES ()						
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FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 GF						
1005 GF/Program Receipts						
1037 GF/Mental Health						
Other (Specify)						
TOTAL	*	*	*	*	*	*

Estimate of any current year (FY2002) cost: 0.0
 Check this box (X) if funding for this bill is included in the Governor's FY 2003 budget proposal: _____

POSITIONS

Full-time						
Part-time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

Estimated impact is based on the following assumptions and calendar year 2001 data, provided by the State's travel card provider. The assumption is that state agencies will absorb the cost in existing budgets.

Total number of tickets purchased	49,308
less purchased direct from Airlines	<u>11,195</u>
Tickets purchased from travel agents	38,113
less tickets from contract travel agents (fees charged)	<u>9,514</u>
Tickets purchased from travel agents who waived fees	28,599
Cost of paying fees for services currently received at no cost	\$228,792
(28,599 tickets X assumed fee of \$8)	

Prepared by: Vern Jones Phone 465-5684
 Division Division of General Services Date/Time 02/04/02
 Approved by: Jim Duncan, Commissioner Date 2/7/2002
 Agency Department of Administration

LEGAL SERVICES

DIVISION OF LEGAL AND RESEARCH SERVICES
LEGISLATIVE AFFAIRS AGENCY
STATE OF ALASKA

(907) 465-3867 or 465-2450
FAX (907) 465-2029
Mail Stop 3101

State Capitol
Juneau, Alaska 99801-1182
Deliveries to: 129 6th St., Rm. 329

MEMORANDUM

January 15, 2002

SUBJECT: Sectional Summary of HB 300 relating to the procurement of certain travel services (Work Order No. 22-LS1195\A)

TO: Representative Joe Hayes
Attn: Melinda

FROM: *JB*
Theresa L. Bannister
Legislative Counsel

You have requested a sectional summary of the above-described bill. As a preliminary matter, please note that a sectional summary of a bill should not be considered an authoritative interpretation of the bill and the bill itself is the best statement of its contents.

Section 1. Provides legislative findings and intent for the bill.

Section 2. Excludes from the state's procurement code (AS 36.30) contracts for travel services, except for motor vehicle rentals.

Section 3. States that sec. 2 of the bill does not apply to ongoing contracts entered into before the effective date of the Act.

If I may be of further assistance, please advise.

TLB:med
02-008.med

House Committees

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Sponsor Statement
HB 300

HB 300 will allow for the exemption of contracts for certain types of travel services including airplane travel, hotel accommodations and travel agency services from the procurement procedures of AS 36.30.

Recently Alaska Airlines adopted a policy similar to other major airlines capping travel agent commissions from 5% of the total ticket price to \$10 and \$20 for one-way and roundtrip airline tickets, respectively. Due to the cap it has become necessary for many travel agencies to rely on agency fees to stay in business.

Since HB 300 will exempt certain travel services from the procurement procedures codified in AS 36.30, administrative agencies will be able to choose travel providers on a case-by-case basis. This will foster competition by allowing for the consideration of all agencies.

Passing the bill will give all travel agencies an opportunity to provide state travel, thus protecting and fostering Alaskan jobs and businesses. Protecting Alaska's economy is extremely important and HB 300 will aid in that endeavor.

I ask for your support in passing this legislation.

THE
FOLLOWING
DOCUMENT(S)
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ORIGINAL
COPIES



January 14, 2002

To: Rep. Hayes
FAX: 907 465-2937

F

From: Carol Callahan, Owner/Partner
Sweetwater Travel
FAX: 907 452-2154

Subject: House Bill No. 300

House bill sounds great. Short and sweet and shows all of the agencies intent of using more than one provider and being able to charge fees, which are essential for the existence of smaller agencies. Hope it flies.

Carol Callahan



Northern Lights Travel

606 Old Steese Hwy., Suite 117 • Fairbanks, Alaska 99701
Phone (907) 451-7111 • 1-800-478-7048 • Fax (907) 451-8701

January 31, 2002

Representative Joe Hayes
(907) 465-2937 FAX

Dear Mr. Hayes,

I would like to lend my support to HB300. Travel agencies are facing greater financial challenges every year as the airlines continue to decrease our commissions. Service fees are a must for travel agencies to continue to survive.

The STATE should NOT be exempt from paying for services from any business. We provide a valuable service. I do not want to see our public servants wasting time and money trying to be travel agents, when a call to a professional and efficient travel agent can have a state employee off the phone and the Internet in minutes. Currently the State does not pay for the service of ticket delivery or the additional time spent if a ticket has to be changed and reissued.

Thank you, Mr. Hayes for supporting HB300. Please let me know if I can assist, in any way, to help pass this bill.

Sincerely,

Northern Lights Travel
Yularida Johansen, CTC
Owner

Alaska Native Owned

Email: yularida@northernlightstravel.com

702 - 3000



Vagabond Travel

January 29, 2002

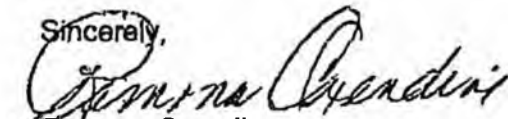
Representative Joe Hayes
907/465 2927 Fax

Dear Mr. Hayes;

I would like to lend my support to HB300. Travel agencies are facing great financial challenges as we see our airline commissions shrinking with every passing year. Service fees have become a way of life in the travel agent industry and without them few of us could remain in business. The state should not be exempt from paying for services from any business. We provide a great service, as anyone who has sat on hold with the airlines or fumbled through an internet booking can attest to. Quite frankly, I do not want to see our public servants wasting time and money trying to be travel agents, when a call to a professional and efficient travel agent can have a state employee off the phone in minutes. The state does not even pay for the service of ticket delivery or the additional time spent if a ticket has to be changed and reissued.

My hat is off to you Mr. Hayes, please do not hesitate to contact me if there is anything further I can do in this endeavor.

Sincerely,


Ramona Oxendine
Manager/partner

December 27, 2000

Kymm Bowthorpe
3262 Mendenhall Loop Rd. #2
Juneau, AK 99801
790-3282-h

Senator Kim Elton
State Capitol Room 504
Juneau, AK 99801-1182

Dear Mr. Elton,

I am writing to you today regarding an issue that I believe is a very serious one, the State of Alaska and its travel.

As a former travel consultant of 15 years, I have seen many arguments the state has made against putting its travel out to bid. Enclosed you will find a letter written by Fran Ulmer to our former governor, Walter Hickle, concerning the subject.

At this point I believe it is time for the state to make a major change. Several travel agencies in Juneau, as well as around the state, have gone out of business in the last couple of years. For some, it was due to the airlines cutting their commissions, for others it was a direct result of the states unwillingness to pay service fees in support of local businesses.

I have also enclosed a research paper that I have done on the subject. I do hope you will take the time to look it over. I believe this is a serious issue and one that needs your attention.

Thank you for your time.

Sincerely,



Kymm Bowthorpe

The Future of State Travel

Kymm Bowthorpe

This past year has been a real test for the travel agents in our state. The airlines have cut their commissions in half. What once was a thriving enterprise is now a business struggling to hang on by its fingernails. Even when commissions were 10 percent of airline ticket sales, the agencies were only making it with about a 1 percent profit margin. When the airlines cut commissions, agencies were forced to charge their customers service fees, or risk going out of business altogether. In our little town of Juneau, two years ago there were eight travel agencies, now only three remain (those who started charging the fees). The agencies that tried to hold out on charging fees, just to keep some of their corporate and State of Alaska business, have failed.

The State of Alaska has refused to pay agencies fees from the very beginning. With some agents not charging state travelers a service fee, it was easy for the state to get away with not paying service fees. To me this very practice goes against the state's willingness to support local businesses. Because the state's travel is such a large amount of business, agencies were willing to forgo charging the state travelers a fee, just to get their business. However, the agency not charging a service fee to the state has paid the ultimate price. Southeast Executtravel, one of the agencies not charging state travelers service fees, closed their doors this past Friday, December 8th.

Just the mere mention of The State of Alaska and travel in the same sentence is enough to start an argument in some political circles. For many years the state has been trying to cut expenses, but travel seems to be the one area where the government is reluctant to make a change in the way they are currently doing business. At the moment, the State of Alaska has a travel policy listed in The State of Alaska Administrative Manual for its travelers to follow. The state currently has its travelers make their own arrangements with whomever or however they wish. Employees are simply trusted to make their arrangements in the best interest of the state. Kim Gamero, Director of Finance at The Department of Administration, says that the state wants its travelers to have a choice when it comes to making travel arrangements (pers commun). However,

with the state unwilling to pay travel agency service fees, the travelers ultimately will not have a choice.

Another point Garnero makes in regard to contracting out the state's travel business is that right now the procurement code requires the state to competitively bid where competition exists, and choose the lowest cost provider of the services needed. This is being interpreted to mean that if an agency is not charging a fee, then they must be the lowest cost provider. But what guarantee is there? How does the state know it is not being overcharged for an airline ticket? Maybe a lower fare was available, but the agent was instructed to sell the state traveler the higher fare. Maybe there was a lower rate at the hotel, but the agent gave them the higher one because they knew it was within the allowed per diem. At this time some travel agencies are charging fees and some are not. In Juneau, for instance, there is one that does not charge fees and two that do charge service fees. Since some are not charging a fee, there is no need for the state to competitively bid out its travel. Therefore, travelers are forced by the state to use the agencies that do not charge service fees regardless of the level of service the agency is providing. The state wants its travelers to book whatever is in the best interest of the state, but how do travelers know if they are getting the best deal for the state? Why does the state leave it up to the traveler to ensure it is getting the best deal? Why is it assumed by the state that if it is not paying a fee for a service, it is getting the best deal?

If the State of Alaska contracted out its travel, it would ensure that its travelers received the best possible service, as well as saving the state time and money in the long run. Travel agencies currently can help businesses negotiate with vendors (car rental companies, hotels, and airlines), track travel expenses, provide very detailed reporting for accounting purposes, and save the travelers time when arranging travel. Some agents will even reconcile billings and travel claims. All of these services can be negotiated in a contract. Travel companies will usually try to negotiate as much service into a contract as a customer calls for.

Sharon Lowe, Administrative Manager for Public Health, Department of Health and Social Services, says that when she needs to travel, all she wants to do is call someone up, tell them where she is going, that she needs a car and a hotel, and have them fax the confirmation to her (pers commun). She does not want to spend time searching

for everything she needs on-line, nor does she wish to make a multitude of phone calls to all the separate vendors. She does not want her staff to waste their time searching for everything as though they were amateur travel arrangers. She needs a professional to handle her travel for her. If Sharon and her staff are doing their own travel arranging, as many state workers are, by the time they are finished researching everything, it probably would have cost the state less to go ahead and pay a travel agent a service fee to do the work for them. After speaking in depth with Sharon on the subject, as well as other coworkers, this seems to be the consensus. State travelers do not want to spend their time researching travel, they want to be able to call a professional and have them handle it and spend their time doing the work the state hired them to do.

A travel professional that is skilled at booking government reservations, which by the way is a specialty in the travel business, is a highly revered individual. They usually have many years of experience and know which vendors will give government travelers the best deals. When I called American Express Travel and spoke to Sanci Raynor (pers commun), a Government Travel Counselor, she was able to tell me right off the top of her head how much a government rate is at the Hilton in Anchorage, and at the Warwick in Seattle. She knows exactly who has the lowest government rate for a car rental, and what the best deal on an airline ticket is. The software that is available to a travel professional is different than what is available to the public. A travel agent has all the airline rates on one screen, enabling her/him to see just who has the lowest fares. The same goes for car rentals and hotels. If state travelers are using unskilled agents or the Internet to book their travel, perhaps they are not using all of the travel discounts they could be.

Because the Internet has become a whole new world for travelers, there is a myth that John Q. Public now has as much knowledge in regard to travel as a professional travel consultant does. The reality is that when John Q. Public is booking his own complicated reservations to Sydney, Australia on-line he will spend as much as four hours researching, then only to find he booked himself on a misconnect (he didn't give himself enough time to catch his connection). When he arrives in Sydney, trying to get through customs turns into a nightmare. There was no one on the Internet to advise him that he needed a passport and a visa to enter the country. Finally he makes it out of the airport only to find that he booked his hotel for the wrong day (he forgot about the

international date line) and now he has no where to stay. All of these things could have been avoided by using a professional.

Another thing you may not realize about booking airline tickets on-line that involve more than one carrier is you and your luggage may have problems making it to your destination. When you have one ticket that is Juneau to Seattle on Alaska Airlines and another ticket Seattle to Minneapolis on Northwest Airlines, Alaska Airlines is only obligated to protect you to Seattle if you get weathered in. In other words since your ticket on Alaska is only to Seattle, they do not have to rebook you on any Northwest Flights. So technically Northwest could make you purchase a new ticket once you arrive in Seattle. Any seasoned traveler knows this is not something they want to have to deal with, especially if they are on business travel.

Something else the state may want to take a hard look at is negotiating with vendors. Travel agencies will negotiate on behalf of the state for special rates. Some travel companies, such as American Express Travel, already have negotiated rates in place for their clients. Shannon Wiley, Manager of the Juneau American Express Travel office, told me that her company has negotiated rates with car rental companies, hotels, and airlines world wide that any of their customers can use (pers commun). Up to this time, the state has not had any luck negotiating a special rate with any airline; however, with the buying power of a large travel company, it may have a better chance. For example, Green's Creek Mining Company has a 5 percent discount on most domestic carriers and an even larger discount on international carriers. That may not sound big when you are talking about one airline ticket, but when you are talking about thousands of tickets, it adds up.

With travel companies willing to track travel expenses and reconcile billings and travel claims, what state traveler or state accountant wouldn't want to contract it out? The money the state spends on these activities alone would most likely pay for the contract within the first month. The state has a very outdated accounting system. Corporate travel companies spend millions on keeping their systems up to date to keep up with their customers' needs. They have programmers and state-of-the-art computer equipment. The state would just have to ask for what they want in backroom services, and the travel company would most likely be able to accommodate them.

Contracting out travel is the way corporate America and even the Federal Government does their travel business. They have come to realize that outsourcing is the best option for such a complicated task. Companies that don't want to be in the travel business are leaving it up to the professionals. The State of Alaska needs to move into the twenty-first century. If it were to contract out its travel, it would save time for its accountants as well as its travelers. Outsourcing allows state workers the opportunity to cut down travel problems by using a professional agent and the state would have more negotiating power with vendors. All of these things together make good business sense and would save a great deal of money for the state in the long run.

Works Cited

- Administrative Manual. State Procurement Code, State of Alaska,
December 1, 1999.
- Garnero, Kim. Personal Interview. December 4, 2000.
- Lowe, Sharon. Personal Interview. November 28, 2000.
- Raynor, Sanci. Personal Interview. November 29, 2000.
- Wiley, Shannon. Personal Interview. December 9, 2000

Works Consulted

- Administrative Manual. State Procurement Code, State of Alaska.
December 1, 1999.
- Garnero, Kim. Personal Interview. December 4, 2000.
- Lowe, Sharon. Personal Interview. November 28, 2000.
- Raynor, Sanci. Personal Interview. November 29, 2000.
- Wiley, Shannon. Personal Interview. December 9, 2000

Travel industry braces for new profit obstacles

The New York Times

NEW YORK—A little more than 20 years ago, Valerie Ann Wilson used family money to open a travel agency.

It was a gamble for Wilson, now 59, who had two young daughters and had not been working.

The bet more than paid off. The agency, Valerie Wilson Travel, has grown into a New York business with nearly 300 employees, including Wilson's two daughters, Jennifer Wilson-Buttigieg, 34, and Kimberly Wilson Wetty, 31. Last year, the agency had \$260 million in sales. And on Sept. 10, this was looking to be one of the agency's best years ever.

Then, on Sept. 11, two planes smashed into the World Trade Center, another hit the Pentagon and another crashed in a field in Pennsylvania. Matters were made worse by the looming recession and the November crash of Flight 587 in Belle Harbor, Queens.

Now some forecasters are warning that waves of failures, bankruptcies and layoffs are about to sweep through the industry.

"There were definitely signs even before the government said that it was a recession, but we thought we would be fairly insulated," said Wilson-Buttigieg, the executive vice president who has been managing the agency since her mother had a heart attack earlier this year. "I don't think anyone realized the ramifications of how Sept. 11 would affect corporate and leisure travel and how long it might be before we recover."

Wilson-Buttigieg said it would be hard to pick a business that has been hit harder by the events of the last few months. The American Society of Travel Agents estimates that its members lost \$1.36 billion just in the four weeks after the attack because of the drop in bookings for flights, hotel rooms, rental cars and cruises.

But even before Sept. 11, agencies had begun to feel the effect of large cuts made by corporations in their travel and entertainment budgets because of the slowing economy.

In addition, the airline industry cut commissions to travel agencies in August to \$20 per domestic flight, from \$50.

After the attack, Wilson decided against trying to recoup that lost revenue immediately at the cost of the consumer.

There may be more people flying again, but business at most Manhattan agencies, which may well be the hardest hit in the country, is down anywhere from 40 to 65 percent, according to the agencies. Hundreds of employees have been laid off at Manhattan agencies alone, agency officials said, and many smaller operations, with high fixed costs and little room for revenue growth, seem on the verge of going out of business.

"Other parts of the country are rebounding a lot faster than big cities, and I think other big cities are coming back quicker than New York," said Andy Pesky, the president of ProTravel-Zenith Group. The high-end company, is based on Madison Avenue and has offices in Milan, London, Beverly Hills, Calif., and elsewhere in the United States and Europe. "The phones are ringing," Pesky said, "but people are more likely to be calling to cancel a trip than make a reservation."

Sweeping changes in the airline business changed the lives of travel agents well before Sept. 11.

The most fundamental shift came in the mid-1990s, when the airline industry decided it was going to gradually reduce the commissions it paid travel agents for bringing in customers. Before the most recent reductions — to flat fees of \$50 per ticket, then \$20 per ticket — commissions on domestic flights had dropped to 8 percent from 10 percent in 1995.

Another major change in the industry has been a wave of mergers of small companies. The Internet also undercut agents by offering discounted tickets that could be bought in bulk.

Alaska State Legislature

HOUSE OF REPRESENTATIVES



REPRESENTATIVE FRAN ULMER

August 29, 1991

The Honorable Walter J. Hickel
Governor, State of Alaska
P.O. Box A
Juneau, Alaska 99811-0101

Dear Governor Hickel:

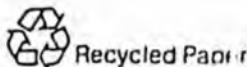
I am writing to bring to your attention the disastrous effects on travel agencies in Juneau and other Alaska communities if your administration goes forward with its plan to consolidate all state travel into a contract with a single agency. While such a plan might save the state one or two percent of the cost of airline tickets, that savings is more than offset by the certain bankruptcies of many small travel agencies in Alaska and the ensuing loss of jobs and revenue in local communities.

Approximately half of Alaska's 112 travel agencies rely on the state for a portion of their business. The typical agency outside of Anchorage has an average gross sales volume of \$2-4 million and shows a net profit of only \$15,000-\$40,000 annually. Given the 10% fixed gross margin of the industry (from the 10% commission), a typical small agency operates on a net margin of 1-2%. This means that if sales decline by 15%-20% the business is no longer able to break even, much less show a profit.

Here in Juneau at least two agencies depend on the state for more than half of their volume of sales, and one other transacts 40% of its business with the state. In most small towns in Alaska the situation is the same; the majority of the agencies rely on the state for at least 25% of their business. The proposed consolidation of state travel would bring many of the 50 small agencies doing business with the state below their break-even points and would undoubtedly force many into bankruptcy. The net result of the state's actions would be to force more than 35 currently profitable travel agencies out of business.

I urge you to review specific figures regarding airline price structuring and the cost of doing business for travel agencies. I believe you will find potential savings relatively small and the

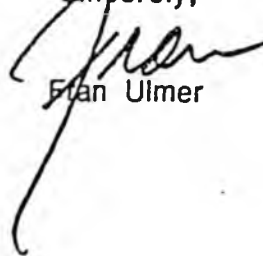
District 4B — Juneau
P.O. Box V • Juneau, Alaska 99811-3100 • (907) 465-4947



Governor Walter J. Hickel
August 29, 1991
Page 2

impact on individual agencies large. While I applaud your efforts to find efficiencies, it is no benefit to Alaskans to pinch pennies while taking away their jobs. For the sake of economically healthy communities in Alaska, look to the airlines and other large vendors for savings on state travel costs.

Sincerely,



Fran Ulmer

cc: Nancy Bear Usera
Millett Keller
Shelby Stastny

Travel Agency Services Briefing Paper

Kim Garnero

Amber -
If you have
any questions,
please call
me - Kim
465-3435

Statement of the Problem:

State agencies cannot purchase travel agency services in some communities without paying fees. Payment of fees requires competitive bidding.

Discussion:

In October, airlines cut travel agent commissions from 8% to 5%. This 37.5% reduction was another step in a continuing trend that is putting severe economic pressure on travel agents. Many responded by initiating fees for their services.

State government has a long history of relying on the private sector for professional travel services. Because no public funds were spent for these services, each state office was able to use the travel agent of their choice and strong loyalties developed.

When fees were introduced for these services, the issue of competitive procurement arose. The State of Alaska spends over \$16 million a year on airline tickets; a fee as low as 1% results in \$160,000 spent for services. Likewise a fee of 5% would result in \$800,000 being spent for travel agent services. State law requires formal competitive bids for purchases of this size. Such a process would result in all state travel purchases being made from the limited number of successful bidders.

Actions Taken to Date:

In November, after receiving the recommendation of Administrative Solutions Team, we sent letters to 170 travel agents across the state asking if they would waive service fees for state purchases. Many have responded that they are willing to do so. These travel agencies have been posted to a Department of Administration, Division of Finance web site for use by state agencies in making travel purchases. Most communities where the state purchases travel have at least one travel agency listed, and urban areas have several. This approach has allowed us to avoid competitively bidding travel agency services in these communities and the ensuing impact that bidding would have on travel agencies that were not successful bidders.

Unfortunately, there are a few key communities where there are no travel agencies willing to waive service fees for state purchases. At this time, we are contemplating conducting competitive bids in Bethel, Cordova, Haines, Kotzebue, Nome, Petersburg and Wrangell. This would provide state employees in these locations the ability to obtain professional travel services locally while paying the lowest service fee possible. It would not preclude purchases using a 1-800 number or over the internet, two options that are becoming increasingly common, especially for routine commercial travel within Alaska.

The Administrative Solutions Team is currently reviewing the proposed locations as well as a draft "Request for Quotes" document. The criteria outlined in the RFQ requires the

Final
in Draft / Travel

travel agency to be licensed and bonded by the Airline Reporting Committee (ARC) and to maintain an office in the community. Feedback from state agencies on the draft document is expected by January 14th, and procurements could proceed before the end of January.

2600

Recommended Action:

Proceed with competitive bids in the proposed communities. Solicit every travel agency in each community. Contract awards would be mandatory for state travel purchases in that location when the services of a travel agent are used.



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Authorized Travel Agency Sources

- [Anchorage and Southcentral Region](#)
- [Fairbanks and Interior/Northern Region](#)
- [Juneau and Southeast Region](#)
- [Kodiak and Southwest Region](#)
- [Seattle, WA and lower 48](#)

Recent developments in the travel industry have resulted in more travel agencies charging the traveler a fee for their services. According to [AS 39.20.140](#), which prohibits payments in excess of the lowest cost fare for state travel, the State of Alaska is not able to pay service fees for travel agent services without formally seeking competition.

To assist state agencies in their travel purchases, the Division of Finance has compiled a list of travel agencies that do not charge service fees for state travel.

TRAVEL AGENCY	CONTACT INFORMATION	
ANCHORAGE (and Southcentral Region)		
Alaska's Out & About Travel	17050 N. Eagle River Lp. Rd., Eagle River, Alaska 99577	(907) 694-6900 (907) 694-6940/Fax
Arctic Travel	423 E. 5th Avenue Anchorage, Alaska 99501	(907) 272-6789 (907) 272-6787/Fax
AST Travel	3858 Lake Street, Ste. 21 Homer, Alaska 99603	(907) 235-7131 (907) 235-7187/Fax
Beyond Travel	3213 Minnesota, Suite C Anchorage, Alaska 99503	(907) 277-5026 (907) 272-7597/Fax
Cordova Travel Services <small>(See Section 12 of the Contract Award Manual for fee structure)</small>	P.O. Box 118 Cordova, Alaska 99574	(907) 424-7102 (907) 424-7101/Fax
Cruise Holidays of Anchorage	1301 E. Dowling Rd., Suite 110 Anchorage, Alaska 99518	(907) 563-7447 (800) 566-SHIP (907) 563-7449/Fax
Homer Travel Services	90 Sterling Highway No. 10 Homer, Alaska 99603	(907) 235-7751 (907) 235-5223/Fax
Navigant / World Express Travel <small>(See Section 12 of the Contract Award Manual for fee structure)</small>	300 4th Ave. Seward, Alaska 99664	(907) 224-5554 (800) 478-5267/Toll Free (907) 224-5403/Fax

New World Travel, Inc.	1200 W. Northern Lights Blvd., Suite D Anchorage, Alaska 99503-3613	(907) 276-7071 (800) 478-7071/Toll Free (907) 276-8082/Fax
One Stop Travel	Non Stop Air Service 3301 C Street, Suite 105 Anchorage, Alaska 99508	(907) 565-7867 (907) 565-7888/Fax
	Sears Mall 600 E. Northern Lights Anchorage, Alaska 99503	(907) 278-7875
	Muldoon 7731 E. Northern Lights Blvd., Ste 291 Anchorage, Alaska 99504	(907) 333-2292
	Northway Mall 3101 Penland Pkwy, G29 Anchorage, Alaska 99508	(907) 278-7880
	5th Ave. Mall 320 W. 5th Ave. #302 Anchorage, Alaska 99501	(907) 278-7006
	Dimond Mall Location 800 E. Dimond Blvd., Ste 123 Anchorage, Alaska 99515	(907) 522-7874
	Palmer 1150 S. Colony #5 Palmer, Alaska 99654	(907) 746-7867
	Soldotna Branch 131 C Warehouse Ave. Soldotna, Alaska 99669	(907) 262-4400
	Kenai 11312 Kenai Spur Hwy Ste 3 Kenai, Alaska 99611	(907) 283-4344
	Eagle River 11901 Business Blvd. Ste 103 Eagle River, Alaska 99577	(907) 694-7867
	Wasilla Branch 500 Main Street Wasilla, Alaska 99654	(907) 376-6000
Quality Travel Service, Inc. (Fees waived only on e-tickets)	3710 Woodland Drive, Suite 1500 Anchorage, Alaska 99517	(907) 243-2200 (800) 478-2201/Toll Free within AK (800) 822-9456/Toll Free outside AK (907) 243-2299/Fax
Travel Post	1443 W. Northern Lights Blvd., Suite #S Anchorage, Alaska 99503	(907) 258-6156 (907) 258-6157/Fax
Travel Services, Inc.	535 W. Evergreen, Suite A12 Palmer, Alaska 99645	(907) 745-2148 (800) 478-2148/Toll Free (907) 745-6051/Fax
US Travel (To avoid STR fee use only CTA or credit card)	1415 East Tudor Road Anchorage, Alaska 99507	(907) 561-2434 (800) 828-3755/Toll Free (907) 786-0180/Fax
	100 Meals Avenue Valdez, Alaska 99686	(907) 835-8373 (800) 358-1624/Toll Free (907) 835-8372/Fax
	1590 Financial Drive Wasilla, Alaska 99654	(907) 561-2434 (800) 828-3755/Toll Free (907) 786-0180/Fax

FAIRBANKS (and Interior Region)

Allegro Travel	Regency Court Mall 59 College Road, Suite 204 Fairbanks, Alaska 99701	(907) 456-7797 (877) 456-7797/Toll Free (907) 456-7001/Fax
Northern Lights Travel	505 Old Steese Hwy., Suite 117 Fairbanks, Alaska 99701	(907) 451-7111 (800) 478-7048/Toll Free (907) 451-8701/Fax
One Stop Travel	Fairbanks Branch 3627 Airport Way, Ste 11A Fairbanks, Alaska 99701	(907) 455-7867
Progressive World Travel, Inc.	1922 Peger Road Fairbanks, Alaska 99709	(907) 479-9767 (907) 474-0101/Fax
Santa's Travel World	133 Santa Claus Lane North Pole, Alaska 99705	(907) 488-6193 (907) 488-7474/Fax
Sunshine Travel	1200 Noble Street Fairbanks, Alaska 99701	(907) 451-1992 (907) 451-1993/Fax
The Travel Cafe, Inc.	3206 Airport Road Fairbanks, Alaska 99709	(907) 456-8785 (888) 770-8785/Toll Free (907) 456-8788/Fax
US Travel (To avoid STR fee, use only CTA or credit card)	P.O. Box 357 Barrow, Alaska 99723	(907) 852-2313 (800) 478-2313/Toll Free (907) 852-2316/Fax
	1211 Cushman Street Fairbanks, Alaska 99701	(907) 456-8355 (800) 557-7641/Toll Free (907) 456-8420/Fax
	Prudhoe Bay Hotel Prudhoe Bay, Alaska 99734	(907) 659-2502 (800) 828-6031/Toll Free (907) 659-2514/Fax
Vagabond Travel	805 Airport Road, Suite 2 Fairbanks, Alaska 99701	(907) 452-3636 (800) 770-3636/Toll Free (907) 452-3639/Fax
Sweetwater Travel	119 N. Cushman Street, Suite 103 Fairbanks, Alaska 99701	(907) 451-8100 (907) 452-2154/Fax

JUNEAU (and Southeast Region)

Kruzoff Travel	603 Halibut Point Road Sitka, Alaska 99835	(907) 747-5844 (800) 478-3684/Toll Free (907) 747-5846/Fax
Ohana Travel	3304 Ohana Court Ketchikan, Alaska 99901	(907) 225-1433 (907) 225-0753/Fax
The Travel Connection (See Section 12 of the Contract Award Manual for fee structure)	P.O. Box 645 Haines, Alaska 99827	(907) 766-2681 (800) 572-8006/Toll Free (907) 766-2585/Fax
Tyee Travel, Inc. (See Section 12 of the Contract Award Manual for fee structure)	P.O. Box 738 112 Federal Way, Suite 206 Wrangell, Alaska 99929	(907) 874-3383 (800) 942-9741/Toll Free (907) 874-2111/Fax
US Travel <u>More Information</u>	111 South Seward Street Juneau, Alaska 99802	(907) 463-5446 (800) 828-6117/Toll Free (907) 463-5458/Fax
(To avoid STR fee, use only CTA or credit card)	1007 Water Street Ketchikan, Alaska 99901	(907) 225-2100 (800) 348-1330/Toll Free

		(907) 225-0522/Fax
(To avoid STR fee, use only CTA or credit card)	P.O. Box 498 Metlakatla, Alaska 99926	(907) 886-4842
Viking Travel, Inc. (See Section 12 of the Contract Award Manual for fee structure)	P.O. Box 787 Petersburg, Alaska 99983	(907) 772-3818 (907) 772-3940/Fax

KODIAK (and Southwest Region)

Navigant / WorldExpress Travel (See Section 12 of the Contract Award Manual for fee structure)	104 Main Street Dillingham, Alaska 99576	(907) 842-5193 (800) 478-5193/Toll Free (907) 842-5196/Fax
Arctic Travel	423 E 5th Avenue Anchorage, Alaska 99501	(907) 272-6789 (907) 272-6787/Fax
New World Travel, Inc.,	1200 W. Northern Lights Blvd., Suite D Anchorage, Alaska 99503-3613	(907) 276-7071 (800) 478-7071/Toll Free (907) 276-8082/Fax
US Travel (To avoid STR fee, use only CTA or credit card)	565 Ballyhoo Drive Dutch Harbor, Alaska 99692	(907) 581-3133 (800) 828-4538/Toll Free (907) 581-3244/Fax
	340 Mission Road Kodiak, Alaska 99615	(907) 486-3232 (800) 828-6392/Toll Free (907) 486-4272/Fax

SEATTLE, WA (and lower 48)

US Travel (To avoid STR fee, use only CTA or credit card)	5470 Shilshole, Suite 600 Seattle, WA 98107	(206) 782-5513 (800) 828-5740/Toll Free (206) 782-2014/Fax
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22February02

House State Affairs
To Representative John B. Coghill, Jr.

House Bill 300

Your statewide travel agency network must implement service fees against the State of Alaska's travel procurement. This implementation is primarily a result of the airline industries commission cuts and subsequent cuts made by related travel industry options.

We believe these fees ultimately save money. We are an unbiased travel source. The airline industry wants to remove itself from the "high rent" computer systems we have and become solely an internet commodity. At that point, price comparisons, itinerary options, and change options become extremely limited and expensive, with Dracula in control of the blood bank.

Sweetwater Travel has been a vital and successful travel agency for over fifteen years, supporting our community and state with revenues and payrolls. We would like to keep our revenue intact, and in the State of Alaska.

Thank you for your consideration of this house bill.

Sincerely,

Carol Callahan 
Marty Fisher 
Sweetwater Travel - Partners

CC: Representative Joe I. Hayes