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**MBA PROFESSIONAL REPORT**

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**Defense Travel System:  
An Analysis of the System's Reservation Module**

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**By: Anita Guevara Logan  
March 2008**

Advisors: Don Summers  
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**DEFENSE TRAVEL SYSTEM:  
AN ANALYSIS OF THE SYSTEM'S RESERVATION MODULE**

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Submitted in partial fulfillment of the requirements for the degree of

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**DEFENSE TRAVEL SYSTEM:  
AN ANALYSIS OF THE SYSTEM'S RESERVATION MODULE**

**ABSTRACT**

The purpose of this project is to determine if the DTS reservation module is in compliance based with the standards set by the DoD. By examining flights given in DTS and comparing them to a commercial online travel company (Expedia) will determine whether the implementation of ITA software in 2007, as part of the renovation process is effective and that the reservation module currently meeting standards. Another purpose is to determine if the system has improved since the GAO's audit report in 2006 was issued. Ultimately, the study will determine if further improvements need to be done with the new procedures in place and what part of the system's reservations module needs to be addressed. The scope will include: a background of the defense travel system, GAO audits on the system's inadequacy, an analysis of flights information found in the defense travel system reservation module compared to flights information found in one of top commercial travel companies, Expedia, and an analysis of flights displayed in the defense travel system and if the flights are properly displayed in accordance with set standards.

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## I. INTRODUCTION

### A. DEFENSE TRAVEL SYSTEM (DTS) HISTORY

The Department of Defense (DOD) has experienced quite a few difficulties in developing its standard department-wide travel system. The DTS emerged and is envisioned as DOD's end-to-end travel system. However, recent analysis of several key areas in DTS disclosed that system testing conducted by the Project Management Office (PMO)-DTS<sup>1</sup> was insufficient, thus making it difficult to accomplish the system's performance as promised by the DOD (GAO-06-18, 2006). Despite DOD's push to use DTS as the main travel system, users still choose to use the existing legacy travel systems, which are controlled and operated by the various DOD components (GAO-06-980, 2006). Many users are dissatisfied with DTS and stated that the system does not contain complete information such as flight schedules.

In 1993, due to numerous complaints received from users about the travel system, the President's National Performance Review deemed appropriate to revamp the then current DOD travel system (TMO, 2006). The DOD established task forces to lead and examine the current system's process. The task forces identified in its report in 1995 three major reasons for DOD's ineffective travel system (GAO-06-980, 2006):

- (1) travel policies and programs were focused on compliance with firm rules rather than mission performance,
- (2) travel practices did not keep pace with travel management improvements implemented by industry, and
- (3) the travel system was not integrated.

The Under Secretary of Defense for Acquisition and Technology and the Under Secretary of Defense for Comptroller/Chief Financial Officer officially designated PMO-DTS as the office of primary responsibility for obtaining the travel services that would be used in the DOD-department-wide travel system (GAO-06-980, 2006).

According to the DOD Comptroller, stated in the 1997 report to Congress, in no way is the existing travel system meant to be a DOD-wide temporary duty travel system

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<sup>1</sup> Office designated by DOD to run DTS program and considered the system experts.

(GAO-06-980, 2006). One major dilemma which is very tough to remedy with the existing travel system is that there is no centralized office that manages the system. Therefore, directives and travel practices come from different offices and there is no consistency of what should be done given the same problem scenario. There is no record of lessons learned. Therefore, actions being taken are redundant, thus wasting manpower effort and time and ultimately costing the government more money (GAO-06-980, 2006).

In 1998, BDM International, Incorporated (BDM) was chosen and awarded a firm fixed-price, performance-based services contract to deploy and integrate a new travel system. The contract projected cost was roughly \$26 million (GAO-06-980, 2006). The DOD and BDM agreed for the BDM to provide a travel system of approximately 11,000 sites around the world within 120 days of the contract. However, DTS was not first implemented until 2002, a delay of over four years (GAO-06-18, 2006).

In preparation for a milestone review decision, the PMO-DTS issued its September 2003 economic analysis for DTS that highlights the program accomplishments and its milestone. Below is the summary of DTS estimated annual net savings reported in the economic analysis<sup>2</sup> (GAO-06-980, 2006). Yet, according to GAO’s report dated July 2006 regarding the September 2003 economic analysis, PMO-DTS could not justify how they arrived at the dollar figure savings shown in Table 1.

Table 1. DTS Estimated Annual Net Savings

<u>Cost components</u>	<u>Estimated annual net savings (Dollars in millions)</u>
Records management	\$19.8
Centrally billed accounts	1.7
CTO acquisition and administration	2.4
CTO services	31.0
Voucher process and compute	54.1
Voucher pay	0
Legacy systems	14.5
PMO	(8.8)
Help desk/DTA	(36.8)

<sup>2</sup> Note: This is a direct quote from the GAO-06-18. “In arriving at the estimated annual net savings of \$56 million, the economic analysis took into consideration the estimated costs of \$2.1 billion, which covers fiscal years 2003-2016. The estimated costs included the costs that are estimated to be incurred by the PMO-DTS, the Army, the Navy, the Air Force and the defense agencies.”

<u>Cost components</u>	<u>Estimated annual net savings</u> <u>(Dollars in millions)</u>
System operations	(21.5)
<b>Total net savings</b>	<b>\$56.4</b>

Source: GAO-06-980.

In 2005, the Business Transformation Agency (BTA) was created to take the DTS system renovation to the next level; mainly for its business system transformation (GAO-06-980, 2006). DOD deems that by taking care of business operations to help the warfighter first, they will then be able do a better job of focusing on what is needed to be done in organizing defense-wide business transformation. In this year, the DOD-wide Office of Primary Responsibility (OPR) for DTS was assigned to the Office of the Under Secretary of Defense (Personnel and Readiness) (GAO-06-980, 2006).

## **B. RESERVATION MODULE BACKGROUND**

According to the GAO DOD Business Transformation – Defense Travel System Continues to Face Implementation Changes report (GAO-06-18) dated January 2006, DOD did not have reasonable assurance that flight information<sup>3</sup> was displayed properly in DTS. The problem existed since prior to the first inception of DTS when DOD failed to test the accuracy of the system. As a result, the DTS reservation module is ineffective in displaying flights that properly meet the stated requirements, and thus may have resulted in more costly airfare. Selecting the most appropriate flights may be difficult and confusing when flights are not properly displayed. Based on the PMO-DTS statement, this particular problem was addressed during the August 2005 DTS software release. However, the August 2005 software release did not completely resolve this problem.

To obtain appropriate flight schedule/availability and airfare information from the Global Distribution System (GDS),<sup>4</sup> DTS utilizes a commercial product that was supposed to capture all flights information in the database. The problem with this process is that it is not reliable. The commercial product did not present all of the

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<sup>3</sup> Information necessary when traveling in an airplane (i.e., airfare, arrival/departure times, flight routes, airports, connecting flights, etc.).

<sup>4</sup> Travel database that contains applicable flight and airfare information.

applicable flights or airfares stored in the GDS (GAO-06-18, 2006). For the system to work properly, PMO-DTS is required to perform a regular back-to-back test to ensure that all flight information contained in the GDS is being captured. If regular testing is not being done, then there is no reason to believe that DTS displays all the applicable flights and airfares to users, specifically travelers<sup>5</sup>. As stated by DOD officials, the system flaw was discovered through numerous comments received from users who were frustrated that DTS does not display all relevant flights and airfares. Figure 1 depicts how DTS testing works and its limitations.

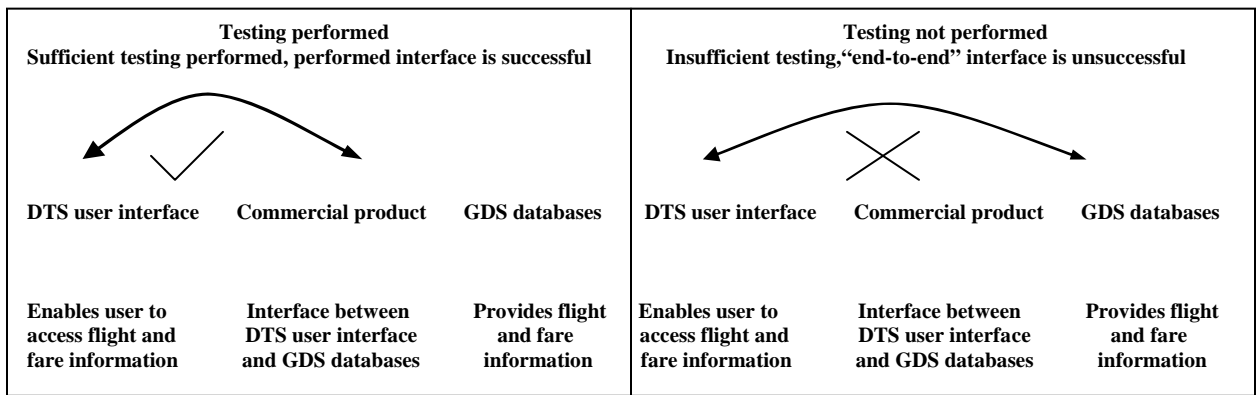


Figure 1. Limitations of DTS Testing (Source: GAO)

The documentation relating to the testing for the September 2005 release provided reasonable assurance that the proper GSA city pair airfares were displayed for a given flight. However, this documentation did not provide reasonable assurance that the proper flights were displayed. Although GAO was told by PMO-DTS officials that the testing efforts had checked the number of flights displayed in the GDS compared to those displayed by DTS to ensure that DTS was properly displaying the available flights, adequate documentation was not retained to verify that this comparison had been made. In November 2005, GAO performed a limited test and found that the system did not properly display the GSA city pair flights between Chicago, Illinois and Dayton, Ohio. The GAO analysis also identified other problems in the display of flight information.

<sup>5</sup> The purpose of the end-to-end testing is to verify that a defined set of interrelated systems, which collectively support an organizational core business area or function, interoperate as intended in an operational environment.

The flights for the reservation module actually displayed in DTS did not meet the stated DOD requirements. According to PMO-DTS officials, DTS is required to display up to 25 flights within a 12-hour flight window for domestic flights, with the GSA city pair flights shown first. When more than one flight is available within a category, the flights should then be sorted first by the elapsed flight time<sup>6</sup> and then by the earliest departure time. GAO analysis of two frequently used city pairs DOD tested disclosed that DTS (a) displayed more than the 25 flights, (b) included flights that were outside the flight window, and (c) did not display the flights in the proper order.

To date, PMO-DTS still has not taken complete action to deal with GAO's feedbacks that were addressed during the last two audits in 2006. The DTS requirements evaluated were still unclear and inconsistent (GAO-06-18, 2006). Well-defined and tested requirements are one of the means available to aid in decreasing a project's risks to acceptable levels.<sup>7</sup>

Recently, as part of the DTS renovation, DOD implemented an ITA Software mainly used by commercial travel companies to overhaul the system's reservation module (Schaal, 2007). The software was designed to provide all possible flight itineraries and matching airfare according to traveler's preferences and flight availability (Schaal, 2007). The software should fix the problem with DTS and commercial GDS's lack of interface due to testing failure and should yield more accurate flight information (Schaal, 2007), and thus, improving the system's reservation module overall performance.

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<sup>6</sup> Note: This is a direct quote from GAO-06-980. "Elapsed flight time is the amount of time the flight is scheduled to be in the air, rather than the total trip time. For example, one flight displayed in DTS showed an elapsed flight time of 3 hours and 20 minutes with a total trip time of about nine hours."

<sup>7</sup> Note: This is a direct quote from GAO-06-18. "Acceptable levels refer to the fact that any systems acquisition effort will have risks and will suffer the adverse consequences associated with defects in the processes. However, effective implementation of disciplined processes, which includes project planning and management, requirements management, risk management, quality assurance, and testing, reduces the possibility of the potential risks actually occurring and prevents significant defects from materially affecting the cost, timeliness, and performance of the project."

## **C. RESEARCH QUESTIONS**

### **1. Primary**

Does the DTS reservation module meet its standards as the DOD-wide travel system?

### **2. Secondary**

- Does DTS really save the government money by capturing only unrestricted airfares, which by quantity are very few, and expensive in nature compared to restricted airfares?
- Should the government allow restricted airfares available through commercial travel websites to be included as an option when selecting flight in DTS?
- What measures may be applied to assess convenience to the users? Are flights displayed according to standards set by the DOD related to user access and utility?

## **D. PURPOSE OF THE PROJECT**

The purpose of this project is to determine if the DTS reservation module is in compliance based with the standards set by the DOD. Another purpose is to determine if the system has improved after the GAO's audit report in 2006 was issued. In order to justify the need to continue DTS in its operation, the research questions need to be addressed.

## **E. BENEFITS OF STUDY**

Examining flights given in DTS (on several sample travel dates) and comparing them to Expedia (a commercial online travel company) will determine whether the implementation of ITA software, as part of the renovation process, is effective and that the reservation module currently meets standards. Ultimately, the study will determine if further improvements need to be done with the new procedures in place and what part of the system's reservations module needs to be addressed.

## **F. SCOPE OF THE PROJECT**

The scope will include: a background of the defense travel system, GAO audits of the system's inadequacy, an analysis of flights information found in the defense travel system reservation module compared to flights information found in one of top commercial travel companies, Expedia, and an analysis of flights displayed in the defense travel system and if the flights are properly displayed in accordance with set standards.

## **G. METHODOLOGY**

To answers the above questions, an analysis of information will be gathered from the General Accountability Office (GAO), PMO-DTS, current events, 2003 DTS Economic Analysis, other DTS materials/reports pulled from various different sources, and travel reservation information such as airfare and flights availability gathered from DTS and Expedia. Data pulled will be analyzed by comparing the reservation tool of the two travel systems against the following key factors: airfare/flight availability and flight display.

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## II. ANALYSIS

### A. CRITERIA

The data will be compared to verify if the DTS reservation module provides all possible flights available. To determine whether the system is capturing all available airfares for all flights or not, DTS displayed flights will be compared against the flight information found in Expedia.

Potential loss is added to the result tables for each analysis to show potential losses the government may incur per flight in DTS compared with Expedia. These dollars numbers are estimates based on DTS and Expedia's lowest and highest airfares. The total number of flights available for specific travel between DTS and Expedia is also a significant discriminator in determining potential losses estimates.

Data will be examined and results will be established based on the following factors and criteria.

#### 1. Airfare and Flight Availability

- Airfares gathered from DTS and Expedia
- Number of flights available in DTS versus in Expedia

Since DTS is an online travel system, Expedia was chosen for this analysis given that it is one of the top three online travel companies (in terms of customer satisfaction) in the United States (McGann, 2005). Expedia also received several awards and industry recognition to include but not limited to the American Customer Satisfaction Index (ACSI) E-Commerce Report in February 2007<sup>8</sup>, the Brandweek Customer Loyalty Award in May 2006<sup>9</sup>, and the Webby Awards in May 2006<sup>10</sup> (Expedia.com).

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<sup>8</sup> Expedia.com earned the highest customer satisfaction ranking among online travel providers.

<sup>9</sup> Brandweek magazine awarded Expedia.com its Customer Loyalty Award for online travel. The Brandweek Customer loyalty Awards reflects excellence through the eyes of Expedia's most important critics: the customers. Award winners are identified by the results of the annual Brand Keys Customer Loyalty Index®.

<sup>10</sup> Expedia.com won the Webby Award in Travel. The Webby Awards, awarded by the International Academy of Digital Arts and Sciences, are the leading international awards honoring excellence in Web design, creativity, usability and functionality.

Destination points are chosen for the basis of accounting for factors such as time difference, various flight directions/route, and others.

Also, airfare and flight availability factors are combined together since I found that these two factors go hand in hand in testing how effective/ineffective and convenient/inconvenient DTS is compared to a commercial travel company.

## **2. Flight Display**

- DTS is required to display up to 25 flights.
- Displayed flights have to be within a 12-hour flight window based on the requested departure time for domestic flights. For example, the 12-hour flight window for 12:00 p.m. requested departure time would be 6:00 a.m. to 6:00 p.m. (six hours before and after the requested departure time).
- GSA city pair flights have to be shown first.
- When more than one flight is available within a category, the flights should then be sorted by the elapsed flight time first and then by the earliest departure time. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time.

## **B. FLIGHT CLASSIFICATIONS**

There are two types of airfare available when traveling: unrestricted and restricted.

Unrestricted airfares are flexible. Travelers have the freedom to make travel changes without any penalty posed to the government. DTS only displays unrestricted airfares in the system. Restricted airfares, on the other hand, are not flexible and require a penalty when travel changes have to be made.

Below is a list of the types of airfare categories listed in DTS. These airfare categories are displayed in DTS in order of which DOD prefers the travelers to choose when selecting a flight.

### **1. Types of Airfare Category**

- **GSA Capacity Controlled** – also known as GSA Contract with Limited Availability/Capacity. This flight can be selected by travelers without any approval from the approving official (AO).

- **GSA Contract Airfare** – also known as GSA City Pair fare. This category has all the cities with which the government has contracted with the U.S. General Services Administration (GSA). The contract is supposed to provide discounted airfares comparable with commercial fares but with benefits attached to it (i.e., no advance purchase required, fully refundable tickets, flight changes with no penalty, etc.). This flight is the most preferred category to choose among other categories.
- **Other Non-Contract Fare** – These are airfares other than the two mentioned above to include Other Government Airfare, Other Airfare, and Alternate GSA. These airfare categories are the least preferred way to choose travel flight from because they are generally least cost effective. Approval must be warranted when selecting this flight category.

All fares displayed should be fully refundable and unrestricted. In the event that GSA City Pair Fare is not available, the traveler must select the least expensive fare that meets mission requirements. Exceptions must be approved by the AO. When a non-contract fare is selected, DTS automatically audits the selection and requires justification before approval. Although the DOD prefers travelers to choose the GSA city pair category first before selecting other non-contract fare category, travelers are not required to do so.

## C. RESULTS

Current DOD business rules dictate that only unrestricted airfares should be displayed in DTS. Airfares other than what they have displayed in DTS are usually called restricted airfares. These airfares have some restrictions attached to them. Restricted airfares are usually less expensive than unrestricted airfares; however, they should be only used with established conditions and rules. Not allowing an option to choose restricted airfares does not necessarily help the government achieve the least expensive airfares possible. Since additional fees<sup>11</sup> may be imposed with a restricted airfare. It should only be used when deemed necessary and more advantageous to the government.

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<sup>11</sup> Other types of restrictions include purchasing the ticket in advance or staying over a specified number of days.

Although restricted airfares pose uncertainty as to how much the ticket would actually cost due to travel changes, it would still make a better choice since changes in travel plans do not necessarily occur the majority of the time. Every situation is different. The system does not offer any convenience to travelers to select the least expensive airfares that fit their travel needs. Even if the traveler felt certain that no changes would be required, DTS does not display restricted air fares. Implementing a “one size fits all” rule does not provide motivation to the traveler to make the most informed choice to help the government (GAO-06-18, 2006). To date, DOD does not have quantifiable information available that can be used to ascertain if the use of restricted airfares would be advantageous to the department.

According to GAO, and as stated earlier in this project, items that are not properly defined are unlikely to be tested. GAO believed that one explanation as to why most flights are not properly displayed is because the stated proper order was not identified in the system testing rules. For example, it states that flights should be displayed in this order: GSA Contract Airfare flights with Limited Capacity, GSA Contract Airfare flights, and all other flights under other non-contract fare. However, the system does not recognize that the flights displayed should be sorted with the shortest elapsed flight time first and the earliest departure time (GAO-06-18, 2006).

## **1. Airfare and Flight Availability Analysis Results**

Result tables are presented for each analysis to depict the analysis’s results. One-way airfares from DTS and Expedia for each travel from Monterey, CA to and from Denver, CO, Honolulu, HI and Washington, DC are listed in these tables. Airfares under DTS are broken down into three categories: GSA Capacity Controlled, GSA Contract Fare, and Other Non-Contract Fare. The total number of flights available for each travel in DTS and Expedia are also provided to show if DTS is comparable with commercial online travel companies in providing most of the flights available for specific travel dates and locations.

Potential loss is added to the result tables for each analysis to show potential losses the government may incur per flight in DTS compared with Expedia. These dollars numbers are estimates based on DTS and Expedia's lowest and highest airfares. The total number of flights available for a specific travel between DTS and Expedia is also a significant discriminator in determining potential losses estimates.

## **2. Flight Display—Elapsed Flight Time Analysis Results**

Elapsed flight time tables for each flight available in DTS are provided to show how DTS displays flights in the system. The main purpose of these tables is to present the proper order of how flights should be displayed based on elapsed flight time and how the flights are actually displayed in DTS. This will reveal if DTS displays flights in the proper order.

The tables will give the reader a snapshot of how flights are displayed in DTS. These tables highlight most flights (as showed as elapsed flight times) that were not properly displayed in DTS. These flights are color coded to correspond to the flights in the column "Proper Order" where it shows how flights should be displayed according to elapsed flight time.

**ANALYSIS ONE**

**Origination Point:** Monterey, CA  
**Destination Points:** Denver, CO; Honolulu, HI; Washington, DC  
**Travel Dates:** Depart September 29, 2007; Return October 06, 2007

**Airfare and Flight Availability**

Table 2 depicts the result of the airfare and flight analysis.

Table 2. Analysis One—Airfare and Flight Availability

<i>Analysis One</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart September 29, 2007; Return October 06, 2007						
Travel Location	Airfare and Flight Availability					Number of Flights Available
	One-Way Airfare (\$)				Expedia	
	GSA	DTS		One-Way		
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Non-Contract Fare		
<b>DENVER, CO TRIP</b>	<b>\$257</b>					
<b>Monterey, CA to Denver, CO</b>						
DTS		None	\$277	\$277	-----	1
Expedia		None	-----	-----	\$313 to \$840	<b>41</b>
<i>Potential \$\$ LOSS with DTS:</i>					up to \$500	
<b>Denver, CO to Monterey, CA</b>						
DTS		None	\$316 to \$328	\$773 to \$1,203	-----	12
Expedia		None	-----	-----	\$266 to *\$1,511	<b>81</b>
<i>Potential \$\$ LOSS with DTS:</i>					up to \$500	
<b>HONOLULU, HI TRIP</b>	<b>\$647</b>					
<b>Monterey, CA to Honolulu, HI</b>						
DTS		None	\$685	\$396	-----	11
Expedia		None	-----	-----	\$541 to \$1,364	<b>42</b>
<i>Potential \$\$ LOSS with DTS:</i>					up to \$100	
<b>Honolulu, HI to Monterey, CA</b>						
DTS		None	None	\$296 to \$805	-----	47
Expedia		None	-----	-----	\$380 to \$968	<b>52</b>
<i>Potential \$\$ LOSS with DTS:</i>					Comparable	
<b>WASHINGTON, DC TRIP</b>	<b>None</b>					
<b>Monterey, CA to Washington, DC</b>						
DTS		None	None	\$449 to \$1,721	-----	60
Expedia		None	-----	-----	\$350 to \$948	<b>80</b>
<i>Potential \$\$ LOSS with DTS:</i>					up to \$700	
<b>Washington, DC to Monterey, CA</b>						
DTS		None	None	\$234 to \$1,158	-----	41
Expedia		None	-----	-----	\$233 to \$943	<b>56</b>
<i>Potential \$\$ LOSS with DTS:</i>					up to \$200	

**Flights Display – (based on the stated requirement to show the flights with GSA city pairs first, sorted by elapsed flight and earliest departure times)**

**Denver, CO**

The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 13 flights were properly displayed. Table 4 presents one flight departing from Denver, CO to Monterey, CA on October 06, 2007 was not properly displayed in DTS. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. The analysis showed the third flight displayed in DTS left Denver, CO at 6:50 p.m. and arrived at Monterey, CA at 10:13 p.m. with an elapsed time of 4 hours and 20 minutes. This particular flight was not displayed correctly and should have been listed after the fourth and fifth items (as displayed in DTS) with 6:00 a.m. and 5:40 a.m. departure times, respectively, which have elapsed times of 3 hours and 22 minutes and 3 hours and 42 minutes, accordingly.

Table 3. Analysis One—Monterey, CA to Denver, CO—Flight Elapsed Time

Monterey to Denver Departure Date: September 29, 2007					
GSA CLA	GSA CA/I		OGA	OA	AltGSA
	As Displayed	Proper Order			
	in DTS				
None	2.23	2.23	None	None	None

Table 4. Analysis One—Denver, CO to Monterey, CA—Flight Elapsed Time

Denver to Monterey Departure Date: October 06, 2007						
GSA CLA	GSA CA/4		OGA	OA/8		AltGSA
	As Displayed	Proper Order		As Displayed	Proper Order	
	in DTS			in DTS		
None	2.30	2.30	None	3.08	3.08	None
	3.08	3.08		3.08	3.08	
	3.08	3.08		4.20	3.22	
	3.22	3.22		3.22	3.42	
				3.42	4.20	
				4.45	4.45	
				4.46	4.46	
				5.25	5.25	

**Honolulu, HI**

The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 58 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 5 and 6 highlight items that represent flights departing from Monterey, CA to Honolulu, HI on September 29, 2007 and from Honolulu, HI to Monterey, CA on October 9, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 5. Analysis One—Monterey, CA to Honolulu, HI—Flight Elapsed Time

Monterey to Honolulu Departure Date: September 29, 2007						
GSA CLA	GSA CA/9		OGA/2		OA	AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order		
	in DTS		in DTS			
None	5.43	5.43	7.13	7.08	None	None
	7.01	5.43	7.08	7.13		
	5.43	5.52				
	5.52	5.52				
	7.11	5.52				
	5.52	5.52				

Monterey to Honolulu Departure Date: September 29, 2007						
GSA CLA	GSA CA/9		OGA/2		OA	AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order		
	in DTS		in DTS			
	7.11	7.01				
	5.52	7.11				
	5.52	7.11				

Table 6. Analysis One—Honolulu, HI to Monterey, CA—Flight Elapsed Time

Honolulu to Monterey Departure Date: October 09, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/12	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.46	5.42	5.46	5.46	5.02	5.02
		6.46	5.46	5.46	5.46	6.34	6.31
		7.39	5.46	6.12	6.12	6.40	6.31
		6.48	5.46	6.12	6.12	6.39	6.31
		6.33	5.46	6.12	6.12	6.39	6.34
		6.57	6.33	6.25	6.12	6.36	6.35
		6.57	6.35	6.12	6.12	6.35	6.35
		6.38	6.36	6.12	6.12	6.35	6.36
		6.42	6.36	6.12	6.25	6.31	6.39
		5.46	6.38	8.03	8.03	6.31	6.39
		6.38	6.38			6.31	6.40
		5.46	6.38			7.21	7.21
		6.43	6.42				
		6.38	6.43				
		5.46	6.46				
		6.46	6.46				
		6.36	6.48				
		5.42	6.57				
		6.35	6.57				
		6.36	7.18				
		7.50	7.18				
		7.18	7.23				
		7.24	7.24				
		7.18	7.39				
		7.23	7.50				

### Washington, DC

The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 101 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 7 and 8 highlight items that represent flights departing from Monterey, CA to Washington, DC on September 29, 2007 and from Washington, DC to Monterey, CA on October 9, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 7. Analysis One—Monterey, CA to Washington, DC—Flight Elapsed Time

Monterey to DC Departure Date: September 29, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		In DTS		in DTS		in DTS	
None	None	5.41	5.29	6.56	6.45	5.28	5.28
		5.37	5.37	6.45	6.47	6.05	5.28
		6.17	5.41	7.00	6.56	5.32	5.32
		7.00	6.17	7.00	7.00	6.20	5.33
		6.18	6.18	6.47	7.00	5.33	5.33
		7.03	6.18	7.18	7.18	5.39	5.39
		7.19	6.26	7.50	7.38	5.33	6.05
		6.18	6.26	8.42	7.40	5.28	6.20
		6.36	6.27	7.38	7.50	6.48	6.35
		6.34	6.27	7.40	8.42	7.21	6.38
		6.31	6.29			6.35	6.40
		7.04	6.30			6.38	6.42
		6.30	6.30			6.40	6.48
		6.31	6.31			7.57	6.55
		6.35	6.31			6.42	7.05
		6.33	6.31			7.05	7.05
		6.30	6.33			7.05	7.14
		7.13	6.34			7.48	7.15
		6.26	6.35			7.24	7.21
		6.26	6.36			7.24	7.24
		6.29	7.00			6.55	7.24
		6.27	7.03			7.14	7.34
		6.31	7.04			7.15	7.34
		6.27	7.13			7.34	7.48
		5.29	7.19			7.34	7.57

Table 8. Analysis One—Washington, DC to Monterey, CA—Flight Elapsed Time

DC to Monterey							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/6	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	7.40	7.09	7.35	7.15	5.26	5.26
		7.10	7.10	7.15	7.33	7.02	6.59
		7.53	7.10	7.33	7.35	6.59	7.02
		8.43	7.17	8.26	7.37	7.30	7.30
		7.53	7.38	8.09	7.53	7.30	7.30
		7.40	7.38	7.53	8.09	7.30	7.30
		7.40	7.38	7.37	8.15		
		8.26	7.38	8.15	8.26		
		7.17	7.38	8.29	8.29		
		7.09	7.40	8.29	8.29		
		7.10	7.40				
		7.38	7.40				
		7.38	7.41				
		7.38	7.53				
		7.41	7.53				
		7.56	7.56				
		8.56	7.56				
		7.56	8.16				
		8.56	8.26				
		8.41	8.35				
		8.46	8.41				
		7.38	8.43				
		7.38	8.46				
		8.16	8.56				
		8.35	8.56				

**ANALYSIS TWO**

**Origination Point:** Monterey, CA

**Destination Points:** Denver, CO; Honolulu, HI; Washington, DC

**Travel Dates:** Depart December 15, 2007, Return December 21, 2007

**Airfare and Flight Availability**

Table 9 depicts the result of airfare and flight availability analysis.

Table 9. Analysis Two Result—Airfare and Flight Availability

<i>Analysis Two</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart December 15, 2007; Return December 21, 2007						
Travel Location	Airfare and Flight Availability					Number of Flights Available
		One-Way Airfare (\$)				
	GSA Awarded Fee	GSA Capacity Controlled	DTS GSA Contract Fare	DTS Other Non-Contract Fare	Expedia One-Way	
<b>DENVER, CO TRIP</b>	<b>\$296</b>					
Monterey, CA to Denver, CO						
DTS		None	\$316 to \$330	\$317 to \$1,260	-----	40
Expedia		None	-----	-----	\$305 to \$967	<b>51</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$200</i>	
Denver, CO to Monterey, CA						
DTS		None	\$327 to \$330	\$317 to \$1,260	-----	38
Expedia		None	-----	-----	\$323 to \$975	<b>40</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$200</i>	
<b>HONOLULU, HI TRIP</b>	<b>None</b>					
Monterey, CA to Honolulu, HI						
DTS		None	None	\$312 to \$957	-----	<b>60</b>
Expedia		None	-----	-----	\$530 to \$911	30
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
Honolulu, HI to Monterey, CA						
DTS		None	None	\$300 to \$1,621	-----	53
Expedia		None	-----	-----	\$528 to \$1,176	<b>61</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$400</i>	
<b>WASHINGTON, DC TRIP</b>	<b>None</b>					
Monterey, CA to Washington, DC						
DTS		None	None	\$241 to \$1,538	-----	<b>60</b>
Expedia		None	-----	-----	\$375 to \$608	25
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
Washington, DC to Monterey, CA						

<i>Analysis Two</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart December 15, 2007; Return December 21, 2007						
Travel Location	Airfare and Flight Availability					
		One-Way Airfare (\$)				Number of Flights Available
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Non-Contract Fare	One-Way	
DTS		None	None	\$271 to 1,446	-----	35
Expedia		None	-----	-----	\$314 to \$1,162	28
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	

**Flights Display – (based on the stated requirement to show the flights with GSA city pairs first, sorted by elapsed flight and earliest departure times)**

### Denver, CO

The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 78 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 10 and 11 highlight items that represent flights departing from Monterey, CA to Denver, CO on December 15, 2007 and from Denver, CO to Monterey, CA on December 21, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 10. Analysis Two—Monterey, CA to Denver, CO—Flight Elapsed Time

Monterey to Denver Departure Date: December 15, 2007							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	2.24	2.24	3.53	2.44	3.32	2.40	None
	3.09	3.01	2.44	3.20	3.09	3.02	
	3.42	3.02	3.36	3.24	3.32	3.06	
	3.12	3.04	3.24	3.36	3.06	3.09	

Monterey to Denver Departure Date: December 15, 2007							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.04	3.07	3.20	3.53	2.40	3.15	
	3.39	3.07			3.02	3.32	
	3.14	3.09			3.15	3.32	
	3.01	3.12			3.35	3.35	
	3.42	3.14			3.42	3.42	
	3.42	3.15			3.43	3.43	
	3.02	3.17					
	3.17	3.32					
	3.35	3.35					
	3.07	3.35					
	3.15	3.39					
	3.07	3.42					
	3.35	3.42					
	4.27	3.42					
	4.10	3.56					
	3.32	3.59					
	4.05	4.05					
	4.13	4.10					
	3.59	4.11					
	4.11	4.13					
	3.56	4.27					

Table 11. Analysis Two—Denver, CO to Monterey, CA—Flight Elapsed Time

Denver to Monterey Departure Date: December 21, 2007							
GSA CLA	GSA CA/25		OGA/3		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	3.51	3.18	4.05	4.05	3.30	3.30	None
	3.32	3.24	4.10	4.10	4.09	3.30	
	3.56	3.30	4.09	4.09	3.30	3.32	
	3.55	3.30			4.03	3.52	
	3.30	3.30			3.32	3.56	
	3.55	3.30			3.52	4.03	
	3.55	3.32			4.23	4.09	
	3.35	3.32			3.56	4.23	
	3.56	3.35			4.34	4.27	
	3.51	3.37			4.27	4.34	
	3.51	3.51					
	3.37	3.51					
	3.30	3.51					
	3.24	3.55					
	3.30	3.55					

Denver to Monterey Departure Date: December 21, 2007							
GSA CLA	GSA CA/25		OGA/3		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.30	3.55					
	4.07	3.56					
	4.07	3.56					
	3.58	3.58					
	3.32	4.07					
	3.18	4.07					
	4.34	4.34					
	4.37	4.35					
	5.00	4.37					
	4.35	5.00					

### Honolulu, HI

The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 113 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 12 and 13 highlight items that represent flights departing from Monterey, CA to Honolulu, HI on December 15, 2007 and from Honolulu, HI to Monterey, CA on December 21, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 12. Analysis Two—Monterey, CA to Honolulu, HI—Flight Elapsed Time

Monterey to Honolulu Departure Date: December 15, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	6.11	6.04	6.11	6.04	5.23	5.23
		6.09	6.04	6.09	6.09	5.23	5.23
		7.13	6.04	6.11	6.11	5.23	5.23
		7.18	6.09	6.04	6.11	5.23	5.23

Monterey to Honolulu Departure Date: December 15, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		In DTS		in DTS		in DTS	
		7.19	6.11	6.19	6.19	5.33	5.33
		7.17	6.11	8.51	6.48	5.33	5.33
		7.17	6.11	6.48	6.48	6.02	5.53
		6.11	6.14	6.48	6.51	7.16	5.53
		6.11	6.19	6.51	6.54	6.02	5.53
		6.19	7.10	6.54	8.51	5.53	6.02
		7.12	7.10			6.10	6.02
		7.12	7.12			6.02	6.02
		7.23	7.12			7.16	6.02
		6.04	7.13			7.16	6.10
		7.17	7.17			7.16	6.10
		6.04	7.17			6.10	6.10
		7.19	7.17			7.16	7.16
		6.14	7.18			6.02	7.16
		7.10	7.19			6.10	7.16
		8.36	7.19			5.53	7.16
		6.04	7.23			5.53	7.16
		7.10	8.02			7.23	7.16
		8.02	8.13			7.16	7.16
		8.15	8.15			7.17	7.17
		8.13	8.36			7.16	7.23

Table 13. Analysis Two—Honolulu, HI to Monterey, CA—Flight Elapsed Time

Honolulu to Monterey Departure Date: December 21, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/18	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.32	5.32	5.31	5.31	4.55	4.55
		5.32	5.32	5.45	5.40	4.55	4.55
		5.32	5.32	5.45	5.45	5.03	5.03
		6.55	5.35	5.45	5.45	5.03	5.03
		5.45	5.39	6.51	5.45	5.19	5.19
		5.45	5.40	5.40	6.14	5.41	5.19
		6.47	5.45	6.14	6.14	5.19	5.19
		6.47	5.45	6.14	6.17	5.19	5.19
		6.45	5.45	6.17	6.51	5.41	5.27
		6.57	5.45	7.54	7.54	5.19	5.41
		6.57	5.47			5.41	5.41
		6.49	6.45			6.43	5.41
		5.45	6.47			6.43	6.43
		5.45	6.47			5.27	6.43
		5.47	6.47			6.43	6.43

Honolulu to Monterey Departure Date: December 21, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/18	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		6.47	6.49			6.43	6.43
		6.51	6.51			6.43	6.43
		6.51	6.51			6.43	6.43
		5.35	6.52				
		5.39	6.55				
		5.40	6.57				
		6.57	6.57				
		6.52	6.57				
		7.25	7.25				
		7.25	7.25				

### Washington, DC

The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 95 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 14 and 15 highlight items that represent flights departing from Monterey, CA to Washington, DC on December 15, 2007 and from Washington, DC to Monterey, CA on December 21, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 14. Analysis Two—Monterey, CA to Washington, DC—Flight Elapsed Time

Monterey to DC Departure Date: December 15, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		In DTS		in DTS		in DTS	
None	None	5.46	5.36	8.03	6.38	5.45	5.35
		6.20	5.46	7.08	7.06	6.03	5.40
		5.54	5.54	7.54	7.08	6.15	5.40

Monterey to DC Departure Date: December 15, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		In DTS		in DTS		in DTS	
		6.13	6.13	7.11	7.11	5.41	5.40
		5.36	6.13	7.20	7.14	5.40	5.41
		6.13	6.20	7.20	7.20	6.12	5.41
		6.43	6.35	7.22	7.20	6.12	5.41
		7.08	6.35	6.38	7.22	5.40	5.41
		6.35	6.35	7.06	7.54	5.41	5.44
		6.40	6.38	7.14	8.03	5.35	5.44
		6.43	6.40			5.44	5.45
		6.46	6.43			5.41	6.03
		7.13	6.43			6.08	6.08
		7.13	6.43			5.44	6.12
		6.59	6.46			5.41	6.12
		7.14	6.59			5.40	6.15
		7.09	7.08			6.55	6.27
		6.38	7.08			6.40	6.32
		7.34	7.09			6.43	6.40
		6.43	7.13			6.46	6.43
		8.12	7.13			7.02	6.44
		7.08	7.14			7.09	6.46
		7.45	7.34			6.32	6.55
		6.35	7.45			6.27	7.02
		6.35	8.12			6.44	7.09

Table 15. Analysis Two—Washington, DC to Monterey, CA—Flight Elapsed Time

DC to Monterey						
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA
		As Displayed	Proper Order	As Displayed	Proper Order	
		in DTS		in DTS		
None	None	6.43	6.43	7.59	7.52	None
		7.00	7.00	7.54	7.54	
		8.00	7.44	8.20	7.55	
		8.13	7.49	8.04	7.56	
		8.02	7.54	7.52	7.59	
		8.09	8.00	8.01	8.01	
		8.14	8.00	8.11	8.04	
		8.19	8.02	7.56	8.11	
		8.19	8.02	7.55	8.20	
		8.25	8.04	8.55	8.55	
		8.04	8.04			
		8.09	8.09			
		8.04	8.09			
		8.09	8.09			

DC to Monterey						
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA
		As Displayed	Proper Order	As Displayed	Proper Order	
		in DTS		in DTS		
		7.49	8.10			
		7.54	8.13			
		8.48	8.14			
		8.20	8.19			
		8.20	8.19			
		7.44	8.20			
		8.55	8.20			
		8.10	8.20			
		8.00	8.25			
		8.20	8.48			
		8.02	8.55			

**ANALYSIS THREE**

**Origination Point:** Monterey, CA

**Destination Points:** Denver, CO; Honolulu, HI; Washington, DC

**Travel Dates:** Depart December 19, 2007, Return December 29, 2007

**Airfare and Flight Availability**

Table 16 depicts the result of airfare and flight availability analysis.

Table 16. Analysis Three Result—Airfare and Flight Availability

<i>Analysis Three</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart December 19, 2007; Return December 29, 2007						
Travel Location	Airfare and Flight Availability					Number of Flights Available
	One-Way Airfare (\$)					
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
<b>DENVER, CO TRIP</b>	<b>\$296</b>					
<b>Monterey, CA to Denver, CO</b>						
DTS		None	\$316 to \$330	\$317 to \$1,260	-----	<b>38</b>
Expedia		None	-----	-----	\$323 to 854	36
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Denver, CO to Monterey, CA</b>						
DTS		None	\$327 to \$330	\$317 to \$1,260	-----	40
Expedia		None	-----	-----	\$264 to 975	<b>60</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$200</i>	
<b>HONOLULU, HI TRIP</b>	<b>None</b>					
<b>Monterey, CA to Honolulu, HI</b>						
DTS		None	None	\$456 to \$1,203	-----	<b>31</b>
Expedia		None	-----	-----	\$721 to \$1,344	5
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Honolulu, HI to Monterey, CA</b>						
DTS		None	None	\$310 to \$1,209	-----	<b>47</b>
Expedia		None	-----	-----	\$666 to \$985	23
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>WASHINGTON, DC TRIP</b>	<b>None</b>					
<b>Monterey, CA to Washington, DC</b>						
DTS		None	None	\$336 to 1,538	-----	<b>60</b>
Expedia		None	-----	-----	\$375 to \$988	18
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Washington, DC to Monterey, CA</b>						
DTS		None	None	\$220 to	-----	<b>56</b>

Analysis Three						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart December 19, 2007; Return December 29, 2007						
Travel Location	Airfare and Flight Availability					
	One-Way Airfare (\$)					Number of Flights Available
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
				\$1,446		
Expedia		None	-----	-----	\$344 to \$778	23
Potential \$\$ LOSS with DTS:					Comparable	

**Flights Display – (based on the stated requirement to show the flights with GSA city pairs first, sorted by elapsed flight and earliest departure times)**

### Denver, CO

The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 78 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 17 and 18 highlight items that represent flights departing from Monterey, CA to Denver, CO on December 19, 2007 and from Denver, CO to Monterey, CA on December 29, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 17. Analysis Three—Monterey, CA to Denver, CO—Flight Elapsed Time

Monterey to Denver Departure Date: December 19, 2007							
GSA CLA	GSA CA/25		OGA/3		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	2.24	2.24	3.44	3.20	3.32	3.02	None
	3.04	3.02	3.24	3.24	3.04	3.04	
	3.12	3.02	3.20	3.44	3.53	3.32	
	3.47	3.04			3.32	3.32	

Monterey to Denver Departure Date: December 19, 2007							
GSA CLA	GSA CA/25		OGA/3		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.09	3.07			3.32	3.32	
	3.47	3.08			3.40	3.36	
	3.37	3.09			3.02	3.40	
	3.14	3.12			3.36	3.42	
	3.08	3.12			3.42	3.53	
	3.42	3.14			4.12	4.12	
	3.42	3.37					
	3.02	3.37					
	3.12	3.40					
	3.37	3.40					
	3.40	3.42					
	3.07	3.42					
	3.02	3.47					
	3.40	3.47					
	3.47	3.47					
	4.35	3.56					
	4.07	4.07					
	4.26	4.13					
	4.32	4.26					
	3.56	4.32					
	4.13	4.35					

Table 18. Analysis Three—Denver, CO to Monterey, CA—Flight Elapsed Time

Denver to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	3.51	3.19	4.05	3.27	3.30	3.24	None
	3.30	3.24	3.27	4.05	4.09	3.26	
	3.55	3.24	4.10	4.10	3.37	3.26	
	3.55	3.26	5.00	5.00	3.24	3.30	
	3.55	3.30	5.01	5.01	3.26	3.32	
	3.35	3.30			3.26	3.37	
	3.55	3.32			3.32	4.09	
	3.37	3.35			4.09	4.09	
	3.24	3.37			4.27	4.27	
	3.26	3.51			5.12	5.12	
	3.24	3.55					
	3.30	3.55					
	3.58	3.55					
	4.04	3.55					
	3.32	3.58					

Denver to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.19	3.59					
	4.23	4.04					
	3.59	4.23					
	4.34	4.26					
	4.26	4.29					
	4.36	4.29					
	4.29	4.34					
	4.43	4.36					
	4.42	4.42					
	4.29	4.43					

### Honolulu, HI

The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 78 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 19 and 20 below highlighted items that represent flights departed from Monterey, CA to Honolulu, HI on December 19, 2007 and from Honolulu, HI to Monterey, CA on December 29, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 19. Analysis Three—Monterey, CA to Honolulu, HI—Flight Elapsed Time

Monterey to HI Departure Date: December 19, 2007						
GSA CLA	GSA CA	OGA/21		OA/10		AltGSA
		As Displayed	Proper Order	As Displayed	Proper Order	
		in DTS		in DTS		
None	None	6.08	6.08	7.12	6.39	None
		6.16	6.11	6.48	6.40	
		6.11	6.16	6.51	6.48	
		6.48	6.43	6.51	6.48	

Monterey to HI Departure Date: December 19, 2007						
GSA CLA	GSA CA	OGA/21		OA/10		AltGSA
		As Displayed	Proper Order	As Displayed	Proper Order	
		in DTS		in DTS		
		8.03	6.43	6.51	6.51	
		6.51	6.48	6.56	6.51	
		6.48	6.48	7.43	6.51	
		8.03	6.48	6.48	6.56	
		6.56	6.48	6.40	7.12	
		7.47	6.48	6.39	7.43	
		7.55	6.51			
		6.56	6.51			
		8.01	6.56			
		6.48	6.56			
		6.48	6.59			
		6.59	7.04			
		6.43	7.47			
		6.48	7.55			
		6.43	8.01			
		6.51	8.03			
		7.04	8.03			

Table 20. Analysis Three—Honolulu, HI to Monterey, CA—Flight Elapsed Time

HI to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/12	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.31	5.31	5.31	5.31	4.55	4.17
		5.31	5.31	6.14	5.55	4.55	4.17
		6.47	5.35	6.14	5.55	4.17	4.17
		6.47	5.40	6.14	6.14	4.17	4.55
		6.57	5.40	6.17	6.14	4.17	4.55
		6.57	5.55	5.55	6.14	6.48	5.27
		6.51	5.55	6.17	6.14	6.43	6.43
		6.51	5.55	6.14	6.17	6.43	6.43
		5.35	5.55	6.17	6.17	5.27	6.43
		6.55	5.55	5.55	6.17	6.43	6.43
		5.40	6.14			6.43	6.43
		6.55	6.47			6.43	6.48
		6.57	6.47				
		5.40	6.51				
		6.14	6.51				
		5.55	6.55				
		5.55	6.55				
		5.55	6.57				
		5.55	6.57				

HI to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/12	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		5.55	6.57				
		7.25	7.05				
		7.25	7.25				
		7.25	7.25				
		7.25	7.25				
		7.05	7.25				

### Washington, DC

The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 116 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 21 and 22 below highlighted items that represent flights departed from Monterey, CA to Washington, DC on December 19, 2007 and from Washington, DC to Monterey, CA on December 29, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 21. Analysis Three—Monterey, CA to Washington, DC—Flight Elapsed Time

Monterey to DC Departure Date: December 19, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.46	5.36	8.39	6.40	5.45	5.35
		5.54	5.46	7.08	7.08	6.03	5.37
		5.36	5.54	7.08	7.08	6.15	5.40
		8.13	6.10	7.27	7.09	5.37	5.40
		6.30	6.10	7.20	7.11	5.44	5.41
		7.13	6.30	7.20	7.17	5.40	5.41
		7.13	6.31	7.11	7.20	6.08	5.44
		6.43	6.34	7.17	7.20	5.40	5.45

Monterey to DC Departure Date: December 19, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order
		6.43	6.35	7.09	7.27	5.35	6.03
		6.39	6.35	6.40	8.39	5.41	6.03
		6.39	6.39			6.08	6.08
		6.39	6.39			6.03	6.08
		7.09	6.39			5.41	6.15
		7.09	6.39			6.40	6.19
		7.14	6.39			6.43	6.27
		6.31	6.43			6.43	6.40
		7.05	6.43			7.02	6.43
		6.10	7.05			7.07	6.43
		6.10	7.09			6.19	6.54
		8.12	7.09			6.54	7.02
		6.35	7.13			7.46	7.07
		6.39	7.13			7.46	7.35
		6.34	7.14			6.27	7.46
		6.39	8.12			7.35	7.46
		6.35	8.13			7.56	7.56

Table 22. Analysis Three—Washington, DC to Monterey, CA—Flight Elapsed Time

DC to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/21	
		As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order
None	None	7.00	6.57	8.03	7.52	6.56	6.25
		6.57	7.00	9.16	7.53	6.56	6.41
		7.32	7.30	7.52	7.55	6.41	6.44
		7.45	7.31	8.04	8.03	6.54	6.54
		8.09	7.31	8.11	8.04	6.54	6.54
		8.25	7.31	7.53	8.08	7.03	6.56
		7.30	7.32	8.14	8.11	6.44	6.56
		7.32	7.32	7.55	8.14	7.32	7.03
		7.44	7.34	8.08	8.21	7.31	7.14
		8.08	7.34	8.21	9.16	6.25	7.21
		8.11	7.35			7.31	7.26
		7.55	7.41			7.26	7.31
		7.34	7.44			7.37	7.31
		7.34	7.45			7.31	7.31
		7.55	7.45			7.37	7.32
		7.51	7.45			7.41	7.32
		7.41	7.51			7.33	7.33
		7.45	7.52			7.32	7.37
		7.45	7.55			7.21	7.37

DC to Monterey Departure Date: December 29, 2007							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/21	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		7.31	7.55			7.14	7.41
		8.20	8.08			7.46	7.46
		7.31	8.09				
		7.31	8.11				
		7.35	8.20				
		7.52	8.25				

**ANALYSIS FOUR**

**Origination Point:** Monterey, CA

**Destination Points:** Denver, CO; Honolulu, HI; Washington, DC

**Travel Dates:** Depart January 31, 2008, Return February 09, 2008

**Airfare and Flight Availability**

Table 23 depicts the result of airfare and flight availability analysis.

Table 23. Analysis Four Result—Airfare and Flight Availability

<i>Analysis Four</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart January 31, 2008; Return February 09, 2008						
Travel Location	Airfare and Flight Availability					Number of Flights Available
	One-Way Airfare (\$)					
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
<b>DENVER, CO TRIP</b>	<b>\$296</b>					
<b>Monterey, CA to Denver, CO</b>						
DTS		None	\$317 to \$331	\$317 to 1,072	-----	37
Expedia		None	-----	-----	\$323 to \$1,056	<b>41</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Denver, CO to Monterey, CA</b>						
DTS		None	\$327 to \$331	\$317 to 1,072	-----	40
Expedia		None	-----	-----	\$132 to \$1,010	<b>56</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$100</i>	
<b>HONOLULU, HI TRIP</b>	<b>None</b>					
<b>Monterey, CA to Honolulu, HI</b>						
DTS		None	None	\$298 to \$953	-----	<b>60</b>
Expedia		None	-----	-----	\$470 to \$848	37
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Honolulu, HI to Monterey, CA</b>						
DTS		None	None	\$296 to 1,636	-----	49
Expedia		None	-----	-----	\$435 to \$810	<b>67</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$800</i>	
<b>WASHINGTON, DC TRIP</b>	<b>None</b>					
<b>Monterey, CA to Washington, DC</b>						
DTS		None	None	\$241 to \$1,626	-----	<b>60</b>
Expedia		None	-----	-----	\$375 to \$950	35
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Washington, DC to Monterey, CA</b>						
DTS		None	None	\$183 to \$1,242	-----	<b>59</b>

<i>Analysis Four</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart January 31, 2008; Return February 09, 2008						
Travel Location	Airfare and Flight Availability					
	One-Way Airfare (\$)					Number of Flights Available
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
Expedia		None	-----	-----	\$250 to \$861	38
<i>Potential \$\$ LOSS with DTS:</i>					Comparable	

**Flights Display – (based on the stated requirement to show the flights with GSA city pairs first, sorted by elapsed flight and earliest departure times)**

### Denver, CO

The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 77 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 24 and 25 highlight items that represent flights departing from Monterey, CA to Denver, CO on December 15, 2007 and from Denver, CO to Monterey, CA on December 21, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 24. Analysis Four—Monterey, CA to Denver, CO—Flight Elapsed Time

Monterey to Denver Departure Date: January 31, 2008							
GSA CLA	GSA CA/25		OGA/2		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	2.31	2.31	3.42	3.34	3.49	3.41	None
	3.09	3.04	3.34	3.42	4.22	3.48	
	3.41	3.04			4.22	3.49	
	3.04	3.09			4.06	4.00	
	3.09	3.09			3.48	4.06	

Monterey to Denver Departure Date: January 31, 2008							
GSA CLA	GSA CA/25		OGA/2		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.41	3.09			4.22	4.06	
	3.09	3.09			4.00	4.22	
	3.10	3.10			3.41	4.22	
	3.41	3.10			4.22	4.22	
	3.41	3.17			4.06	4.22	
	3.09	3.40					
	3.04	3.40					
	3.40	3.41					
	3.17	3.41					
	3.40	3.41					
	3.10	3.41					
	4.04	3.41					
	4.18	4.04					
	3.41	4.06					
	4.22	4.18					
	4.22	4.19					
	4.19	4.22					
	4.31	4.22					
	4.06	4.23					
	4.23	4.31					

Table 25. Analysis Four—Denver, CO to Monterey, CA—Flight Elapsed Time

Denver to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	3.17	3.17	4.01	4.01	4.52	4.07	None
	3.50	3.22	4.02	4.02	4.26	4.15	
	3.52	3.22	4.05	4.04	4.26	4.26	
	3.28	3.28	4.04	4.05	4.35	4.26	
	3.53	3.50	4.56	4.56	5.03	4.35	
	3.50	3.50			4.15	4.40	
	3.22	3.50			4.07	4.41	
	3.52	3.52			4.40	4.52	
	3.50	3.52			4.41	4.56	
	3.58	3.53			4.56	5.03	
	3.22	3.58					
	4.00	4.00					
	4.13	4.00					
	4.34	4.03					
	4.25	4.07					

Denver to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA/25		OGA/5		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	4.26	4.13					
	4.42	4.25					
	4.26	4.26					
	4.28	4.26					
	4.34	4.28					
	4.00	4.34					
	4.07	4.34					
	4.03	4.40					
	4.40	4.40					
	4.40	4.42					

### Honolulu, HI

The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 109 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 26 and 27 highlight items that represent flights departing from Monterey, CA to Honolulu, HI on September 29, 2007 and from Honolulu, HI to Monterey, CA on October 9, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 26. Analysis Four—Monterey, CA to Honolulu, HI—Flight Elapsed Time

Monterey to HI Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	6.10	6.10	6.10	6.10	5.31	5.31
		6.10	6.10	7.15	6.10	5.31	5.31
		6.20	6.10	6.10	6.10	5.31	5.31
		7.17	6.10	6.10	6.32	5.31	5.31

Monterey to HI Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		6.30	6.10	6.48	6.32	5.41	5.41
		6.10	6.19	6.48	6.48	5.41	5.41
		6.19	6.20	6.48	6.48	6.09	5.53
		7.24	6.20	6.48	6.48	5.53	5.53
		6.10	6.20	6.32	6.48	6.16	5.53
		7.22	6.30	6.32	7.15	6.09	5.53
		7.25	7.17			7.27	6.09
		6.20	7.20			7.27	6.09
		8.50	7.22			7.26	6.09
		6.10	7.23			7.29	6.16
		7.23	7.24			6.16	6.16
		7.20	7.25			6.09	6.16
		6.20	7.25			7.27	6.16
		7.25	7.49			5.53	6.16
		8.06	8.06			6.16	7.26
		8.25	8.17			5.53	7.27
		8.29	8.17			6.16	7.27
		8.29	8.25			7.29	7.27
		8.17	8.29			7.27	7.27
		8.17	8.29			5.53	7.29
		7.49	8.50			6.16	7.29

Table 27. Analysis Four—Honolulu, HI to Monterey, CA—Flight Elapsed Time

HI to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/14	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.33	5.29	5.33	5.33	4.50	4.50
		5.38	5.33	5.33	5.33	4.50	4.50
		5.33	5.33	5.41	5.41	4.58	4.58
		5.41	5.33	6.19	6.19	4.58	4.58
		5.41	5.33	6.19	6.19	5.39	5.39
		6.48	5.38	6.19	6.19	6.27	5.39
		6.48	5.41	6.22	6.19	5.39	5.39
		6.39	5.41	6.22	6.22	6.19	6.19
		6.55	5.41	6.19	6.22	5.39	6.27
		6.55	5.50	6.22	6.22	6.45	6.39
		6.43	6.39			6.45	6.45
		6.48	6.43			6.45	6.45
		6.48	6.47			6.47	6.45
		6.52	6.48			6.39	6.47
		6.52	6.48				

HI to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/14	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		5.29	6.48				
		5.41	6.48				
		6.51	6.49				
		6.47	6.51				
		5.33	6.52				
		6.49	6.52				
		5.33	6.55				
		5.50	6.55				
		7.46	7.46				
		7.50	7.50				

### Washington, DC

The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 119 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 28 and 29 highlight items that represent flights departing from Monterey, CA to Washington, DC on September 29, 2007 and from Washington, DC to Monterey, CA on October 9, 2007 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 28. Analysis Four—Monterey, CA to Washington, DC—Flight Elapsed Time

Monterey to DC Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.49	5.44	6.17	6.17	5.42	5.32
		6.17	5.49	6.36	6.36	5.32	5.39
		6.16	5.54	7.17	7.15	6.09	5.42
		5.44	6.05	7.15	7.15	5.46	5.42

Monterey to DC Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		6.05	6.16	7.15	7.15	5.42	5.42
		5.54	6.17	7.15	7.15	6.12	5.42
		6.36	6.27	7.20	7.17	6.22	5.44
		6.39	6.31	8.23	7.20	5.42	5.44
		6.31	6.36	7.15	7.20	5.42	5.46
		6.27	6.36	7.20	8.23	5.39	5.46
		7.04	6.38			5.46	5.46
		7.04	6.38			5.44	6.08
		6.39	6.38			6.08	6.09
		7.11	6.39			5.46	6.12
		6.54	6.39			5.44	6.16
		7.13	6.54			6.16	6.22
		7.08	7.04			6.35	6.22
		7.11	7.04			7.01	6.23
		6.38	7.08			6.51	6.35
		6.36	7.11			6.58	6.44
		7.15	7.11			6.44	6.51
		7.45	7.13			6.23	6.51
		6.38	7.15			6.22	6.57
		6.38	7.45			6.51	6.58
		8.34	8.34			6.57	7.01

Table 29. Analysis Four—Washington, DC to Monterey, CA—Flight Elapsed Time

DC to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/24	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	7.10	6.12	7.32	7.32	6.38	6.38
		6.12	7.10	9.02	8.01	6.55	6.51
		7.45	7.28	8.18	8.03	6.59	6.55
		7.32	7.29	8.48	8.07	6.51	6.59
		8.06	7.30	8.03	8.15	7.58	7.20
		7.29	7.32	8.15	8.18	7.31	7.24
		8.08	7.34	8.07	8.18	7.56	7.25
		8.13	7.45	8.01	8.43	7.27	7.27
		8.18	7.55	8.43	8.48	7.54	7.28
		8.18	7.56	8.18	9.02	7.56	7.29
		7.30	7.56			7.29	7.29
		7.34	7.58			7.48	7.30
		8.21	8.04			7.54	7.31
		8.04	8.04			7.48	7.48
		8.04	8.05			7.28	7.48

DC to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/24	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		8.21	8.06			7.29	7.49
		8.21	8.07			7.20	7.52
		7.56	8.08			7.25	7.54
		7.28	8.10			7.49	7.54
		8.07	8.13			7.52	7.56
		8.05	8.18			7.59	7.56
		7.56	8.18			7.57	7.57
		8.10	8.21			7.24	7.58
		7.55	8.21			7.30	7.59
		7.58	8.21				

**ANALYSIS FIVE**

**Origination Point:** Monterey, CA

**Destination Points:** Denver, CO; Honolulu, HI; Washington, DC

**Travel Dates:** Depart February 09, 2008, Return February 17, 2008

**Airfare and Flight Availability**

Table 30 below depicts the result of airfare and flight availability analysis.

Table 30. Analysis Five Result—Airfare and Flight Availability

<i>Analysis Five</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart February 09, 2008; Return February 17, 2008						
Travel Location	Airfare and Flight Availability					Number of Flights Available
	One-Way Airfare (\$)					
	GSA	DTS		Expedia		
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
<b>DENVER, CO TRIP</b>	<b>\$296</b>					
<b>Monterey, CA to Denver, CO</b>						
DTS		None	\$317 to \$331	\$317 to \$1,279	-----	<b>37</b>
Expedia		None	-----	-----	\$323 to \$1,010	31
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Denver, CO to Monterey, CA</b>						
DTS		None	\$317 to \$331	\$317 to \$1,275	-----	39
Expedia		None	-----	-----	\$244 to \$1,076	<b>79</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>up to \$200</i>	
<b>HONOLULU, HI TRIP</b>	<b>None</b>					
<b>Monterey, CA to Honolulu, HI</b>						
DTS		None	None	\$298 to \$1,638	-----	<b>60</b>
Expedia		None	-----	-----	\$465 to \$860	25
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Honolulu, HI to Monterey, CA</b>						
DTS		None	None	\$296 to \$785	-----	56
Expedia		None	-----	-----	\$373 to \$807	<b>62</b>
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>WASHINGTON, DC TRIP</b>	<b>None</b>					
<b>Monterey, CA to Washington, DC</b>						
DTS		None	None	\$251 to 1,451	-----	<b>60</b>
Expedia		None	-----	-----	\$321 to \$703	24
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	
<b>Washington, DC to Monterey, CA</b>						
DTS		None	None	\$179 to \$1,242	-----	<b>60</b>

<i>Analysis Five</i>						
Origination Point: Monterey, CA						
Destination Points: Denver, CO; Honolulu, HI; Washington, DC						
Travel Dates: Depart February 09, 2008; Return February 17, 2008						
Travel Location	Airfare and Flight Availability					
	One-Way Airfare (\$)					Number of Flights Available
	GSA		DTS		Expedia	
	Awarded Fee	GSA Capacity Controlled	GSA Contract Fare	Other Condition	One-Way	
Expedia		None	-----	-----	\$252 to 804	49
<i>Potential \$\$ LOSS with DTS:</i>					<i>Comparable</i>	

**Flights Display – (based on the stated requirement to show the flights with GSA city pairs first, sorted by elapsed flight and earliest departure times)**

### **Denver, CO**

The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 76 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 31 and 32 highlight items that represent flights departing from Monterey, CA to Denver, CO on January 31, 2008 and from Denver, CO to Monterey, CA on February 9, 2008 that were not properly displayed in DTS. Notice that most of these flights are highlighted. However, Table 32 under Other Government Airfare presented flights departing from Denver, CO to Monterey, CA on February 9, 2008 that were properly displayed in DTS. This is the only set of flights in this specific analysis that was displayed properly and contained only four flights.

Table 31. Analysis Five—Monterey, CA to Denver, CO—Flight Elapsed Time

Monterey to Denver Departure Date: January 31, 2008							
GSA CLA	GSA CA/25		OGA/2		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	2.31	2.31	3.42	3.34	3.06	3.04	None
	3.06	3.04	3.34	3.42	3.34	3.06	
	3.41	3.06			3.04	3.06	
	3.04	3.06			3.09	3.09	
	3.43	3.09			3.06	3.34	
	3.41	3.15			3.40	3.40	
	3.09	3.40			3.40	3.40	
	3.06	3.40			3.42	3.42	
	3.41	3.41			4.24	4.24	
	3.40	3.41			5.05	5.05	
	3.15	3.41					
	3.40	3.41					
	4.04	3.41					
	3.41	3.43					
	4.22	3.50					
	4.22	4.00					
	4.19	4.04					
	3.50	4.05					
	4.05	4.06					
	4.31	4.08					
	4.08	4.19					
	4.21	4.21					
	3.41	4.22					
	4.00	4.22					
	4.06	4.31					

Table 32. Analysis Five—Denver, CO to Monterey, CA—Flight Elapsed Time

Denver to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA/25		OGA/4		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
None	2.37	2.37	4.05	4.05	3.17	3.17	None
	3.22	3.14	4.52	4.52	3.19	3.19	
	3.55	3.17	5.00	5.00	3.49	3.19	
	3.52	3.17	5.56	5.56	3.47	3.27	
	3.17	3.19			3.47	3.47	
	3.19	3.19			3.19	3.47	
	3.20	3.20			3.27	3.49	
	3.57	3.22			4.00	4.00	

Denver to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA/25		OGA/4		OA/10		AltGSA
	As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order	
	in DTS		in DTS		in DTS		
	3.53	3.22			4.27	4.27	
	3.53	3.27			4.32	4.32	
	3.49	3.49					
	3.19	3.50					
	3.17	3.52					
	3.22	3.53					
	3.50	3.53					
	3.27	3.53					
	3.53	3.55					
	3.14	3.57					
	4.28	4.00					
	4.15	4.05					
	4.41	4.15					
	4.26	4.23					
	4.23	4.26					
	4.00	4.28					
	4.05	4.41					

### Honolulu, HI

The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 116 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Tables 33 and 34 highlight items that represent flights departing from Monterey, CA to Honolulu, HI on January 31, 2008 and from Honolulu, HI to Monterey, CA on February 9, 2008 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 33. Analysis Five—Monterey, CA to Honolulu, HI—Flight Elapsed Time

Monterey to HI Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	6.10	6.10	6.10	6.10	5.31	5.31
		6.10	6.10	6.10	6.10	5.31	5.31
		6.20	6.10	6.20	6.20	5.31	5.31
		7.17	6.10	7.18	6.56	5.31	5.31
		7.26	6.19	7.20	7.18	5.41	5.41
		8.38	6.20	6.56	7.20	5.41	5.41
		7.15	6.20	8.28	8.05	7.28	6.16
		6.20	6.20	8.05	8.07	7.26	6.16
		6.19	7.15	8.07	8.07	7.26	6.17
		7.24	7.17	8.07	8.28	7.28	7.24
		6.10	7.22			7.28	7.25
		7.22	7.23			6.16	7.25
		7.25	7.24			7.28	7.26
		7.25	7.25			7.26	7.26
		8.50	7.25			6.16	7.26
		6.10	7.25			7.28	7.26
		7.23	7.26			6.17	7.26
		6.20	8.05			7.26	7.26
		7.25	8.05			7.26	7.26
		8.07	8.07			7.28	7.28
		8.05	8.14			7.25	7.28
		8.05	8.17			7.26	7.28
		8.14	8.18			7.26	7.28
		8.18	8.38			7.25	7.28
		8.17	8.50			7.24	7.28

Table 34. Analysis Five—Honolulu, HI to Monterey, CA—Flight Elapsed Time

HI to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/21	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.33	5.29	5.33	5.33	4.50	4.50
		5.38	5.33	5.41	5.41	4.50	4.50
		5.33	5.33	5.41	5.41	4.58	4.58
		5.41	5.33	6.19	5.57	4.58	4.58
		5.41	5.38	5.57	5.57	5.14	5.14
		6.48	5.41	6.19	5.57	5.14	5.14
		6.48	5.41	5.57	6.19	5.39	5.14
		5.41	5.41	6.22	6.19	5.14	5.14

HI to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/21	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
		6.39	5.41	5.57	6.22	5.39	5.22
		6.55	5.41	6.22	6.22	6.47	5.39
		6.55	6.39			5.14	5.39
		6.43	6.43			5.39	5.39
		5.41	6.48			6.45	5.39
		6.48	6.48			5.39	6.44
		6.48	6.48			6.45	6.45
		6.52	6.48			5.22	6.45
		5.29	6.49			6.45	6.45
		6.51	6.51			6.45	6.45
		5.41	6.52			6.44	6.45
		5.33	6.55			6.45	6.47
		6.49	6.55			6.47	6.47
		7.46	7.28				
		7.46	7.28				
		7.28	7.46				
		7.28	7.46				

## Washington, DC

The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.

None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.

Most of the 120 flights were not properly displayed. The flight with the shorter elapsed time should be listed first before other flights with longer elapsed time. Table 35 and 36 highlight items that represent flights departing from Monterey, CA to Washington, DC on January 31, 2008 and from Washington, DC to Monterey, CA on February 9, 2008 that were not properly displayed in DTS. Notice that most of these flights are highlighted.

Table 35. Analysis Five—Monterey, CA to Washington, DC—Flight Elapsed Time

Monterey to DC Departure Date: January 31, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	5.49	5.44	6.17	6.17	5.42	5.39
		6.17	5.49	6.51	6.51	6.09	5.42
		6.11	5.54	7.03	7.02	6.12	5.42
		5.44	6.05	7.05	7.03	5.42	5.44
		6.05	6.11	8.00	7.05	6.12	5.46
		5.54	6.17	7.02	7.38	5.39	5.46
		6.39	6.30	7.38	7.39	5.46	5.46
		6.31	6.31	7.42	7.42	5.44	6.08
		6.30	6.36	7.39	7.45	6.08	6.09
		7.04	6.36	7.45	8.00	5.46	6.11
		7.04	6.36			5.46	6.12
		6.53	6.38			6.11	6.12
		7.08	6.38			6.37	6.30
		7.11	6.39			7.13	6.37
		6.36	6.53			7.16	6.37
		7.43	7.04			6.58	6.41
		6.38	7.04			7.50	6.43
		6.38	7.08			6.52	6.43
		8.34	7.11			6.30	6.52
		7.15	7.15			6.41	6.57
		7.15	7.15			6.57	6.58
		7.15	7.15			6.43	7.13
		7.20	7.20			6.43	7.16
		6.36	7.43			6.37	7.33
		6.36	8.34			7.33	7.50

Table 36. Analysis Five—Washington, DC to Monterey, CA—Flight Elapsed Time

DC to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed	Proper Order	As Displayed	Proper Order	As Displayed	Proper Order
		in DTS		in DTS		in DTS	
None	None	6.38	6.38	9.02	7.32	6.57	6.35
		7.14	7.07	7.32	7.56	6.55	6.40
		7.07	7.14	8.18	8.01	6.55	6.51
		7.51	7.28	8.07	8.07	6.35	6.55
		7.29	7.29	8.15	8.15	6.55	6.55
		8.06	7.32	7.56	8.17	7.01	6.55
		7.34	7.34	8.01	8.18	7.01	6.57
		7.34	7.34	8.19	8.19	7.01	7.01

DC to Monterey Departure Date: February 09, 2008							
GSA CLA	GSA CA	OGA/25		OA/10		AltGSA/25	
		As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order	As Displayed in DTS	Proper Order
		7.32	7.36	8.41	8.41	6.40	7.01
		8.08	7.38	8.17	9.02	6.51	7.01
		8.00	7.38			7.26	7.26
		8.05	7.51			8.11	7.26
		8.21	7.51			8.13	7.27
		7.36	7.55			7.27	7.27
		8.02	8.00			8.09	7.29
		8.21	8.02			8.12	7.29
		8.21	8.05			7.29	7.31
		8.07	8.05			7.27	7.32
		7.38	8.06			7.26	7.34
		7.38	8.07			7.36	7.36
		7.51	8.08			7.34	7.36
		7.28	8.21			7.36	8.09
		8.05	8.21			7.32	8.11
		7.55	8.21			7.31	8.12
		8.58	8.58			7.29	8.13

**D. DISCUSSION OF RESULTS**

**1. Flight Display Analysis Results**

Result tables are presented for each analysis to depict the analytical results. The tables illustrate if DTS meets DOD standard on how to properly display flights. Three criteria have to be met for displaying flights in DTS: 1) DTS is required to display up to 25 flights; 2) displayed flights have to be within a 12-hour flight window based on the requested departure time for domestic flights. For example, the 12-hour flight window for 12:00 p.m. requested departure time would be 6:00 a.m. to 6:00 p.m. (six hours before and after the requested departure time); and 3) GSA city pair flights have to be shown first. When more than one flight is available within a category, the flights should then be sorted by the elapsed flight time first and then by the earliest departure time.

a. *Analysis One*

**Analysis One Findings:**

**Airfare and Flight Availability:** Do not meet standards.

**Flight Display:** Does not meet standards.

A summary and conclusions for the analysis of each flight destination follows.

(1) Airfare and Flight Availability. Denver, CO.

- Airfares in DTS under GSA contract airfare are comparable with Expedia; however, flight availability is very limited and is considerably less than that of Expedia.
- Granted airfares under GSA city pairs are comparable with Expedia and are more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are considerably higher than Expedia's overall airfare pricing.

(2) Airfare and Flight Availability. Honolulu, HI.

- Airfares in DTS under GSA contract airfare are comparable with Expedia; however, flight availability is very limited and is considerably less than that of Expedia.
- Airfares under GSA city pairs are comparable with Expedia. However, it is more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

(3) Airfare and Flight Availability. Washington, DC.

- There are no flights available under GSA contract airfare in DTS.
- Most airfares in DTS under non-contract fare are considerably higher than Expedia's overall airfare pricing. This could be explained by limited flights availability in DTS.

Table 37 depicts the result of the airfare and flight analysis.

Table 37. Analysis One Result—Flight Display

<i>Analysis One</i>			
<b>Origination Point: Monterey, CA</b>			
<b>Destination Points: Denver, CO; Honolulu, HI; Washington, DC</b>			
<b>Travel Dates: Depart September 29, 2007; Return October 06, 2007</b>			
<b>Travel Location</b>	<b>Flight Display (DTS Only)</b>		
	No More Than 25?	Within the 12-hour Window?	Displayed in Proper Order?
Denver, CO	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Honolulu, HI	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Washington, DC	<b>Yes</b>	<b>Yes</b>	<b>No</b>

(4) Flight Display. Denver, CO.

- The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.
- None of these flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.
- Most of the 13 flights were properly displayed.

(5) Flight Display. Honolulu, HI.

- The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.
- None of these flights was outside the flight window.
- Most of the 58 flights were not properly displayed.

(6) Flight Display. Washington, DC.

- The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.
- None of these flights was outside the flight window.
- Most of the 101 flights were not properly displayed.

(7) Conclusion. This analysis found that DTS is reliable in displaying no more than 25 flights at a time and presenting flights only within the 12-hour window requested. However, DTS is also consistent in not properly displaying flights in order. DTS shows the flights with GSA city pairs first, but failed to sort the data by elapsed flight and earliest departure times. The airfare test showed that GSA contract airfare (when available) cost more than the GSA award fee (permissible

allowance for airfare). The test showed situations where neither GSA contract airfare nor GSA awarded fare is available. In most instances, DTS did not display sufficient flights with GSA contract airfare, therefore providing flights that can only be purchased with certain authorization and usually more costly. This certain condition is not advantageous to the government and wastes personnel time and effort as well.

***b. Analysis Two***

**Analysis Two Findings:**  
**Airfare and Flight Availability:** Meet standards.  
**Flight Display:** Does not meet standards.

A summary and conclusions for the analysis of each flight destination follows.

(1) Airfare and Flight Availability. Denver, CO.

- Airfares in DTS under GSA contract airfare are comparable with Expedia, however, flight availability is limited and is lesser than that of Expedia.
- Granted airfares under GSA city pairs are comparable with Expedia and it is more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are higher than Expedia's overall airfare pricing.

(2) Airfare and Flight Availability. Honolulu, HI.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

(3) Airfare and Flight Availability. Washington, DC.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

Table 38 depicts the result of flight display analysis.

Table 38. Analysis Two Result—Flight Display

<i>Analysis Two</i>			
<b>Origination Point: Monterey, CA</b>			
<b>Destination Points: Denver, CO; Honolulu, HI; Washington, DC</b>			
<b>Travel Dates: Depart December 15, 2007; Return December 21, 2007</b>			
<b>Travel Location</b>	<b>Flight Display (DTS Only)</b>		
	No More Than 25?	Within the 12-hour Window?	Displayed in Proper Order?
Denver, CO	Yes	Yes	No
Honolulu, HI	Yes	Yes	No
Washington, DC	Yes	Yes	No

(4) Flight Display. Denver, CO.

- The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.
- None of the 78 flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.
- The flights were not properly displayed.

(5) Flight Display. Honolulu, HI.

- The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.
- None of the 113 flights was outside the flight window.
- The flights were not properly displayed.

(6) Flight Display. Washington, DC.

- The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.
- None of the 95 flights was outside the flight window.
- The flights were not properly displayed.

(7) Conclusion. Consistent with Analysis One, DTS was found to be reliable in displaying no more than 25 flights at a time and presenting flights only within the 12-hour window requested. However, DTS is also consistent in not properly displaying flights in order. DTS shows the flights with GSA city pairs first, but failed to sort the data by elapsed flight and earliest departure times. The airfare test showed that

GSA contract airfare (when available) cost more than the GSA awarded fare (permissible allowance for airfare). The test showed situations where neither GSA contract airfare nor GSA awarded fare is available. In this analysis, DTS did display the total number of flights comparable with Expedia.

*c. Analysis Three*

**Analysis Three Findings:**  
**Airfare and Flight Availability:** Meet standards.  
**Flight Display:** Does not meet standards.

A summary and conclusions for the analysis of each flight destination follows.

(1) Airfare and Flight Availability. Denver, CO.

- Airfares in DTS under GSA contract airfare are comparable with Expedia.
- Granted airfares under GSA city pairs are comparable with Expedia, it is more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are higher than Expedia's overall airfare pricing.

(2) Airfare and Flight Availability. Honolulu, HI.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

(3) Airfare and Flight Availability. Washington, DC.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

Table 39 depicts the result of flight display analysis.

Table 39. Analysis Three Result—Flight Display

<i>Analysis Three</i>			
<b>Origination Point: Monterey, CA</b>			
<b>Destination Points: Denver, CO; Honolulu, HI; Washington, DC</b>			
<b>Travel Dates: Depart December 19, 2007; Return December 29, 2007</b>			
<b>Travel Location</b>	<b>Flight Display (DTS Only)</b>		
	No More Than 25?	Within the 12-hour Window?	Displayed in Proper Order?
Denver, CO	Yes	Yes	No
Honolulu, HI	Yes	Yes	No
Washington, DC	Yes	Yes	No

(4) Flight Display. Denver, CO.

- The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.
- None of these 78 flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.
- The flights were not properly displayed.

(5) Flight Display. Honolulu, HI.

- The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.
- None of the 78 flights was outside the flight window.
- The flights were not properly displayed.

(6) Flight Display. Washington, DC.

- The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.
- None of the 116 flights was outside the flight window.
- The flights were not properly displayed.

(7) Conclusion. Consistent with the two previous analyses, DTS was found to be reliable in displaying no more than 25 flights at a time and presenting flights only within the 12-hour window requested. However, DTS is also consistent in not properly displaying flights in order. DTS shows the flights with GSA city pairs first, but failed to sort the data by elapsed flight and earliest departure times. The airfare test showed that GSA contract airfare (when available) cost more than the

GSA awarded fare (permissible allowance for airfare). The test showed situations where neither GSA contract airfare nor GSA awarded fare is available. Also, consistent with Analysis Two, DTS did display total number of flights comparable with Expedia.

*d. Analysis Four*

**Analysis Four Findings:**

**Airfare and Flight Availability:** Meet standards.

**Flight Display:** Does not meet standards.

A summary and conclusions for the analysis of each flight destination follows.

(1) Airfare and Flight Availability. Denver, CO.

- Airfares in DTS under GSA contract airfare are comparable with Expedia.
- Granted airfares under GSA city pairs are comparable with Expedia, it is more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

(2) Airfare and Flight Availability. Honolulu, HI.

- There are no flights available under GSA contract airfare in DTS.
- Most airfares in DTS under non-contract fare are higher than Expedia's overall airfare pricing.

(3) Airfare and Flight Availability. Washington, DC.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

Table 40 below depicts the result of flight display analysis.

Table 40. Analysis Four Result—Flight Display

<i>Analysis Four</i>			
<b>Origination Point: Monterey, CA</b>			
<b>Destination Points: Denver, CO; Honolulu, HI; Washington, DC</b>			
<b>Travel Dates: Depart January 31, 2008; Return February 09, 2008</b>			
<b>Travel Location</b>	<b>Flight Display (DTS Only)</b>		
	No More Than 25?	Within the 12-hour Window?	Displayed in Proper Order?
Denver, CO	Yes	Yes	No
Honolulu, HI	Yes	Yes	No
Washington, DC	Yes	Yes	No

(4) Flight Display. Denver, CO.

- The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.
- None of the 77 flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.
- The flights were not properly displayed.

(5) Flight Display. Honolulu, HI.

- The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.
- None of the 109 flights was outside the flight window.
- The flights were not properly displayed.

(6) Flight Display. Washington, DC.

- The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.
- None of the 119 flights was outside the flight window.
- The flights were not properly displayed.

(7) Conclusion. Consistent with the three previous analyses, DTS was found to be reliable in displaying no more than 25 flights at a time and presenting flights only within the 12-hour window requested. However, DTS is also consistent in not properly displaying flights in order. DTS shows the flights with GSA city pairs first, but failed to sort the data by elapsed flight and earliest departure times.

The airfare test showed that GSA contract airfare (when available) cost more than the GSA awarded fare (permissible allowance for airfare). The test showed situations where neither GSA contract airfare nor GSA awarded fare is available. Also, consistent with Analyses Two and Three, DTS did display total number of flights comparable with Expedia.

*e. Analysis Five*

**Analysis Five Findings:**  
**Airfare and Flight Availability:** Meet standards.  
**Flight Display:** Does not meet standards.

A summary and conclusions for the analysis of each flight destination follows.

(1) Airfare and Flight Availability. Denver, CO.

- Airfares in DTS under GSA contract airfare are comparable with Expedia.
- Granted airfares under GSA city pairs are comparable with Expedia, it is more than the allowable GSA award fee.
- Airfares in DTS under non-contract fare are considerably higher than Expedia's overall airfare pricing.

(2) Airfare and Flight Availability. Honolulu, HI.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

(3) Airfare and Flight Availability. Washington, DC.

- There are no flights available under GSA contract airfare in DTS.
- Airfares in DTS under non-contract fare are comparable with Expedia's overall airfare pricing.

Table 41 below depicts the result of flight display analysis.

Table 41. Analysis Five Result—Flight Display

<i>Analysis Five</i>			
<b>Origination Point: Monterey, CA</b>			
<b>Destination Points: Denver, CO; Honolulu, HI; Washington, DC</b>			
<b>Travel Dates: Depart February 09, 2008; Return February 17, 2008</b>			
<b>Travel Location</b>	<b>Flight Display (DTS Only)</b>		
	No More Than 25?	Within the 12-hour Window?	Displayed in Proper Order?
Denver, CO	Yes	Yes	No
Honolulu, HI	Yes	Yes	No
Washington, DC	Yes	Yes	No

(4) Flight Display. Denver, CO.

- The testing documentation showed that no more than 25 flights were displayed for the Denver, CO flight.
- None of the 76 flights was outside the flight window. The stated departure time was 12:00 p.m. and only those flights with departure times between 6:00 a.m. and 6:00 p.m. were displayed.
- The flights were not properly displayed.

(5) Flight Display. Honolulu, HI.

- The testing documentation showed that no more than 25 flights were displayed for the Honolulu, HI flight.
- None of the 116 flights was outside the flight window.
- The flights were not properly displayed.

(6) Flight Display. Washington, DC.

- The testing documentation showed that no more than 25 flights were displayed for the Washington, DC flight.
- None of the 120 flights were outside the flight window.
- The flights were not properly displayed.

(7) Conclusion. Consistent with all previous analyses, DTS was found to be reliable in displaying no more than 25 flights at a time and presenting flights only within the 12-hour window requested. However, DTS is also consistent in not properly displaying flights in order. DTS shows the flights with GSA city pairs first, but failed to sort the data by elapsed flight and earliest departure times. The airfare test

showed that GSA contract airfare (when available) cost more than the GSA awarded fare (permissible allowance for airfare). The test showed situations where neither GSA contract airfare nor GSA awarded fare is available. Also, consistent with Analyses Two, Three and Four, DTS did display total number of flights comparable with Expedia.

### **III. CONCLUSIONS AND RECOMMENDATIONS**

#### **A. CONCLUSIONS**

Below are overall findings considering test results gathered from the analyses conducted in DTS meeting the expectations as the DOD-wide end-to-end travel system.

**Overall Findings:**  
**Airfare and Flight Availability:** Meet standards.  
**Flight Display:** Does not meet standards.

Recall the following questions were formed as my research questions to develop the analysis. These questions will be addressed in consecutive paragraphs. The conclusions will provide a good standing to the posed questions.

#### **B. PRIMARY RESEARCH QUESTION**

##### **1. Does the DTS Reservation Module Meet its Standards as the DOD-wide Travel System?**

No, DTS does not meet its standards as the DOD-wide travel system. Given that airfare and flight availability is comparable with what the online travel industry has, the reservation module still lacks reliability and efficiency taking into account how flights are displayed in the system.

As illustrated in this analysis, flight display is a major problem of the system's reservation module. DTS totally failed the requirements on properly displaying available flights.

## **C. SECONDARY RESEARCH QUESTIONS**

### **1. Does DTS Really Save the Government Money by Capturing Only Unrestricted Airfares, which by Quantity Are Very Few, and Expensive in Nature Compared to Restricted Airfares?**

Based on my analysis, DTS does a good job capturing most (if not all) flight availability compared to Expedia. It is my conclusion that DTS is finally on its first steps to achieving cost savings.

### **2. Should the Government Allow Restricted Airfares Available through Commercial Travel Websites to be Included as an Option when Selecting Flight in DTS?**

Yes, this is mainly for those travelers who are certain that no changes or only minimal changes, if any, will be made within their travel. Restricted airfares are usually more cost effective and would be a smart move to go. However, strict rules must be applied when selecting this type of airfare.

### **3. What Measures May Be Applied to Assess Convenience to the Users? Are Flights Displayed According to Standards Set By the DOD Related to User Access and Utility?**

No, a rule has to be established on how the system should determine in which order the flights should be displayed. PMO-DTS should conduct a thorough review of the reservation module particularly displaying flights to ensure flights are properly displayed. According to my analyses, DTS is consistent in displaying flights improperly. There was only one instance (out of 78) where DTS properly displayed all flights in a given travel. This particular travel only contained a total of four flights availability.

## **D. SUMMARY**

DTS still faces major dilemmas even after several transformation efforts since the last Economic Analysis in year 2003. The implementation of the new ITA Software shows dramatic improvements compared to how the system was before the software inception. Since ITA Software was adapted, DTS seems to be consistent in displaying no more than 25 flights and ensuring that all the flights displayed are within the 12-hour window based on the requested departure time. DTS has also been consistent, in the test

analysis, in providing airfare and flight availability comparable to Expedia. However, flights are still not properly displayed according to elapsed time and earliest departure time.

According to the September 2003 Economic Analysis presented earlier, DTS has a projected annual net savings of \$56.4M by 2004 (GAO-06-18, 2006). To date, there are no savings realized with the DOD's travel system. DTS is behind its implementation plan of action and the estimated cost savings mentioned in the 2003 Economic Analysis do not appear to be obtainable (GAO-06-18, 2006).

## **E. RECOMMENDATIONS**

### **1. Airfare and Flight Availability**

- Restricted airfare flights must be allowed to be displayed in DTS if the cost is comparable to the GSA Contract Airfare or if it is more advantageous to the government to do so.
- Establish rules on when and when not, to choose restricted airfare.
- Educate all DOD personnel (military and civilian) of the consequences for improperly choosing restricted airfare.

Once these business rules were identified, DTS could be restructured to incorporate them into its displays of available flights, which would assist the traveler in identifying restricted airfares that may be of interest and in compliance with DOD guidance.

- Establish a security control that would ensure regular system testing is performed and that new business processes are successful or identified as unsuccessful, and why.

### **2. Flight Display**

Based on my analysis, DTS has a poor performance in sorting out flights based on elapsed times. PMO-DTS should conduct a thorough review of the reservation module particularly displaying flights to ensure flights are properly displayed. A rule has to be established on how the system should determine in which order the flights should be displayed.

Looking at the bright side, considering ITA Software was just implemented in 2007, it has already made some major improvements to the reservation module. This may be the start of a bright future for DTS. Regardless, the DOD should seriously consider a more robust change and continued streamlining of its business travel process.

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