

# Travel GPA Report Card - TRAVEL GPA DEMO

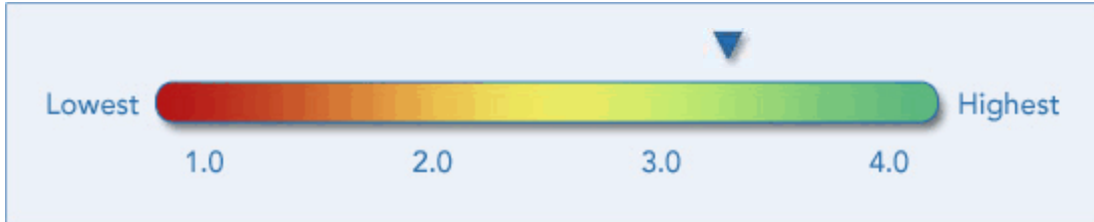


The following report card is based on real-time comparison to companies that match your Travel GPA.

Travel period: Jan 2007 to Mar 2007

## Travel GPA Score

TRAVEL GPA DEMO has compiled a Travel GPA of **3.3**



Your Travel GPA classification is **EXCELLENT**

Your Travel GPA is higher than **90** of companies with similar travel spend.

Congratulations! Thanks to your high Travel GPA, your company's travel program scores in the Top 50 percent of all companies based on your selected benchmark criteria. You have set reasonable goals for your air, car, and hotel spend and have been able to achieve those goals over the course of your report card evaluation period that you selected. With your high Travel GPA, the travel program that is in place for your company is providing the results that were expected. Continued tweaking and fine-tuning in those metrics where you scored lower will further improve your GPA over time.

## Overall Metrics

### Air

Number of Tickets	3,050
Total Air Spend	\$1,560,706
Average Ticket Price	\$511.71
Savings	\$0
Savings Percent	0%
Savings Lost	<b>\$165,555</b>
Savings Lost Percent	<b>11%</b>

### Hotel

Number of Stays	1,546
Number of Nights	3,872
Total Spend	\$583,233
Avg Cost / Night	\$150.63

### Car Rental

Number of Rentals	1,126
Number of Days	3,031
Total Spend	\$146,301
Avg Cost / Day	\$48.27



Goal Analysis

Goal Metrics GPA: 2.59

Category	Actual	Goal	Grade	Weight towards GPA
3 Day Advance Ticket Purchase	67.70%	60%	4.00	14.29%
Acceptance of Lowest Fare	61.38%	90%	1.00	21.43%
Online Booking Adoption Rate	45.87%	30%	4.00	14.29%
Intl Flight Saturday Departure	10.98%	15%	3.20	7.14%
Preferred Air Carrier Compliance	74.13%	94%	3.28	21.43%
Missed Hotel Booking Opportunities	53.64%	10%	1.00	0.00%
Preferred Hotel Chain Compliance	28.78%	64%	1.00	7.14%
Preferred Car Rental Compliance	98.58%	112%	2.20	7.14%
Intermediate Car Class Rentals	97.69%	100%	3.93	0.00%
Ticket Exchanges	11.61%	5%	1.00	7.14%
Ticket Refunds	1.61%	5%		

Overall Air Goals

		Total Spend	Average Ticket Cost
Domestic Air	Budget	\$2,382,000	\$361.28
	Actual	\$1,340,778	\$451.74
	Difference	-\$1,041,222	
	Variance	-43.71%	
International Air	Budget	\$403,400	\$669.51
	Actual	\$219,927	\$2,682.04
	Difference	-\$183,473	
	Variance	-45.48%	
Total Air	Budget	\$2,785,400	
	Actual	\$1,560,706	
	Difference	-\$1,224,694	
	Variance	-43.97%	

Preferred Carrier Compliance

Carrier	Actual	Goal
Northwest	10.07%	40%
American	12.10%	15%
US Air	12.79%	12%
Delta	18.75%	11%
United	20.43%	16%

Hotel Goals

	Total Spend	Avg Cost per Night
Budget	\$350,000	\$130.00
Actual	\$583,233	\$150.63
Difference	\$233,233	
Variance	66.64%	



**Overall Hotel Chain Compliance**

Chain	Actual	Goal
Wyndham	0.13%	8%
Hyatt Regency	0.91%	5%
Doubletree	3.82%	6%
Courtyard By Marriott	7.96%	15%
Marriott	15.98%	30%

**Overall Car Company Compliance**

Company	Actual	Goal
Budget	0.36%	8%
Enterprise	0.44%	0%
Alamo	0.53%	4%
Hertz	4.44%	100%
Avis	92.81%	0%



**Benchmark Comparison**

**Industry Benchmark GPA: 3.97**

Average Cost Differences	% Diff	Grade	Weight towards GPA
Air Ticket Difference	-9.40%	4.00	68.15%
Nightly Hotel Cost	-8.30%	4.00	25.47%
Daily Car Cost	-4.20%	3.55	6.39%

<b>Air Comparison</b>	Your Company	Comparison Benchmark
Total Spend	\$1,560,706	\$516,949
Number of Tickets	3,050	915
Avg Ticket Cost	\$511.71	\$564.97
Avg Cost per Segment	\$249.49	\$275.24
Number of Segments	5,563	1,698
Number of Miles	6,355,704	2,148,417
Avg Cost per Mile	\$0.22	\$0.22
Lowest Segment Cost	\$25.00	\$25.00
Highest Segment Cost	\$11,144.00	\$11,144.00

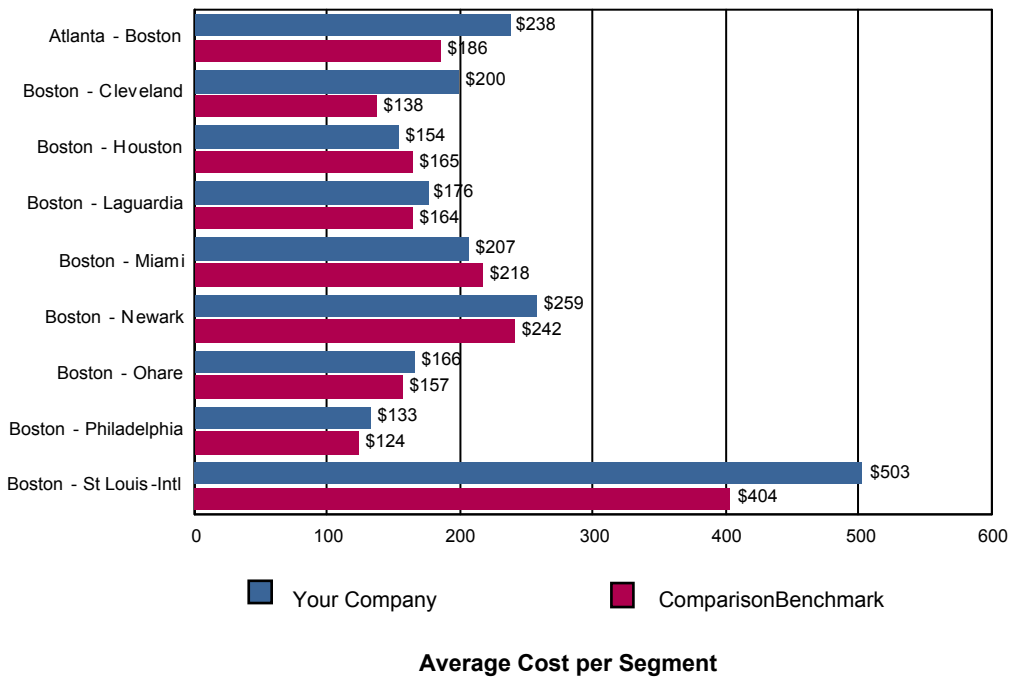
<b>Hotel Comparison</b>	Your Company	Comparison Benchmark
Total Spend	\$583,863	\$68,717
Number of Stays	1,546	185
Hotel Nights	3,872	419
Avg Cost per Night	\$150.79	\$164.19
Avg Nights per Stay	3	2
Lowest Rate	\$45.99	\$45.99
Highest Rate	\$675.00	\$2,525.25

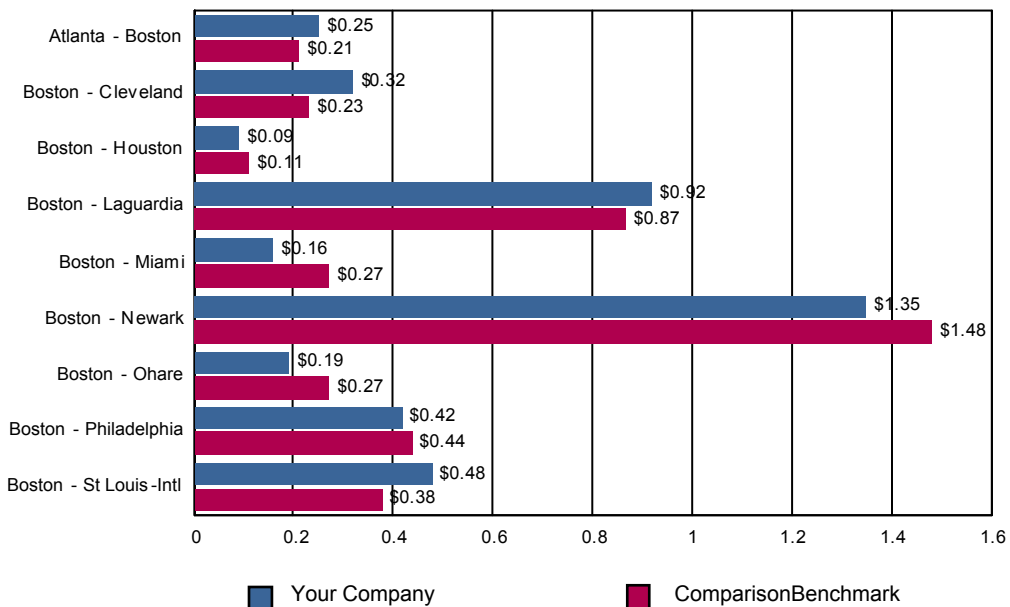
<b>Car Rental Comparison</b>	Your Company	Comparison Benchmark
Total Spend	\$146,301	\$4,919
Number of Rentals	1,126	39
Rental Days	3,031	98
Avg Cost per Day	\$48.27	\$50.38
Avg Days per Rental	3	2
Lowest Rate	\$25.00	\$25.00
Highest Rate	\$141.29	\$576.00



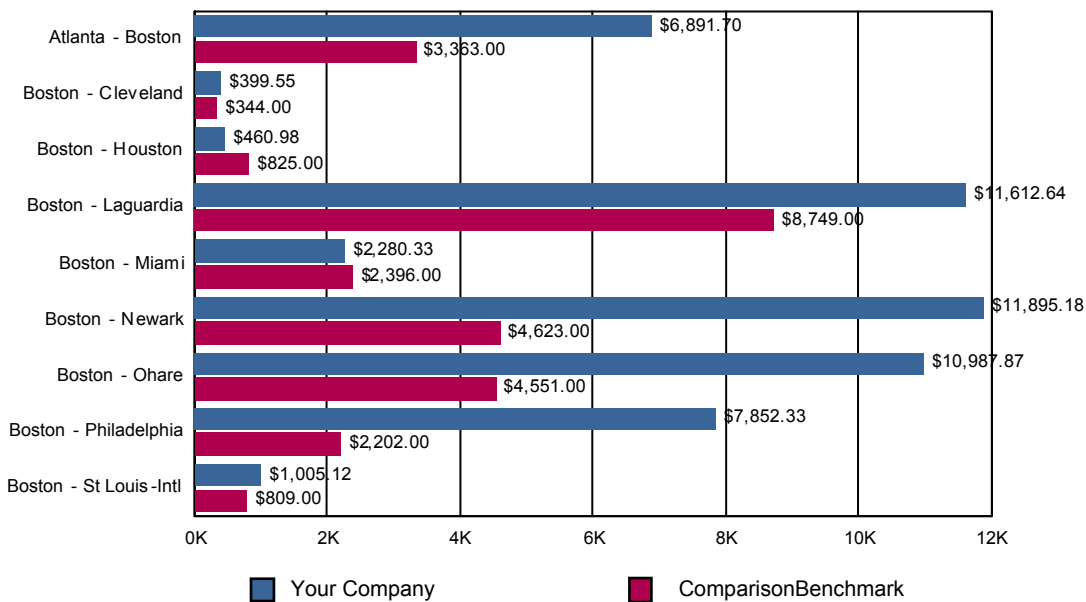
**Benchmark Comparison by City Pair Market**

Market Pair	Your Company					Benchmark Comparison				
	Total Spend	# Segs	# Miles	Cost / Segment	Cost / Mile	Total Spend	# Segs	# Miles	Cost / Segment	Cost / Mile
Boston - Cleveland	\$400	2	1,267	\$199.78	\$0.32	\$344	3	1,477	\$137.71	\$0.23
Boston - Houston	\$461	3	4,890	\$153.66	\$0.09	\$825	5	7,715	\$164.96	\$0.11
Boston - St Louis-Intl	\$1,005	2	2,090	\$502.56	\$0.48	\$809	2	2,137	\$404.33	\$0.38
Boston - Miami	\$2,280	11	14,302	\$207.30	\$0.16	\$2,396	11	8,908	\$217.81	\$0.27
Atlanta - Boston	\$6,892	29	27,463	\$237.64	\$0.25	\$3,363	18	15,728	\$185.79	\$0.21
Boston - Philadelphia	\$7,852	59	18,732	\$133.09	\$0.42	\$2,202	18	4,967	\$124.05	\$0.44
Boston - Ohare	\$10,988	66	56,628	\$166.48	\$0.19	\$4,551	29	16,880	\$156.93	\$0.27
Boston - Laganardia	\$11,613	66	12,606	\$175.95	\$0.92	\$8,749	53	10,102	\$164.05	\$0.87
Boston - Newark	\$11,895	46	8,786	\$258.59	\$1.35	\$4,623	19	3,128	\$241.74	\$1.48

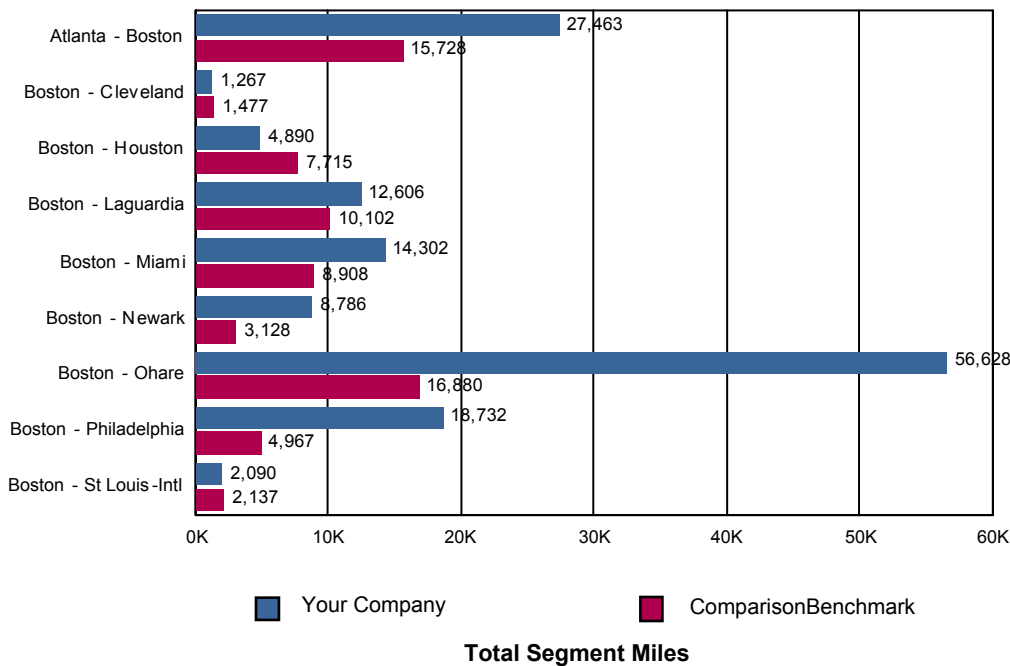
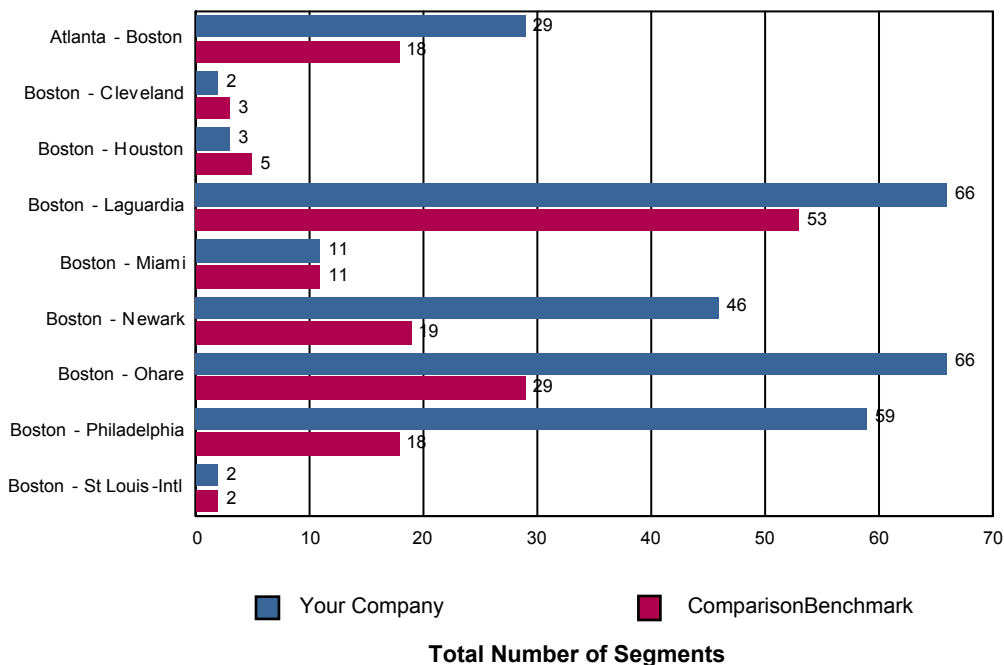




Average Cost per Mile

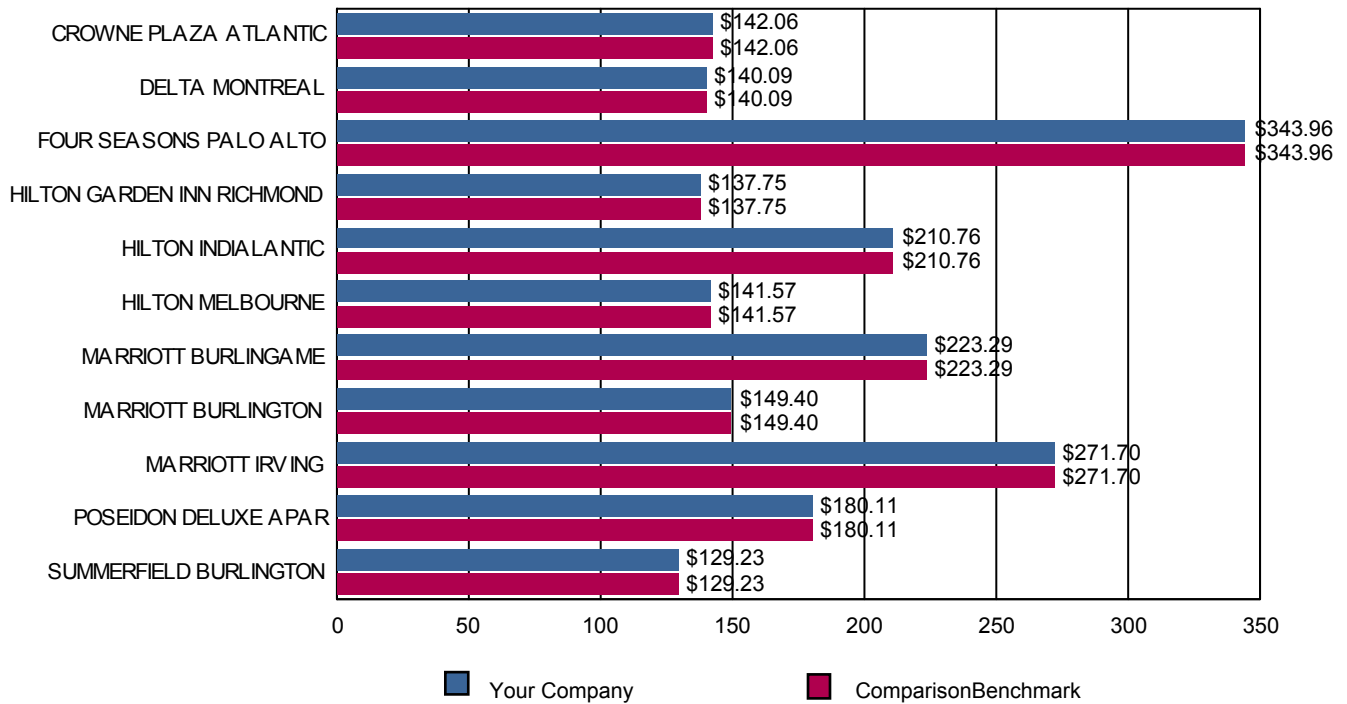


Total Segment Spend

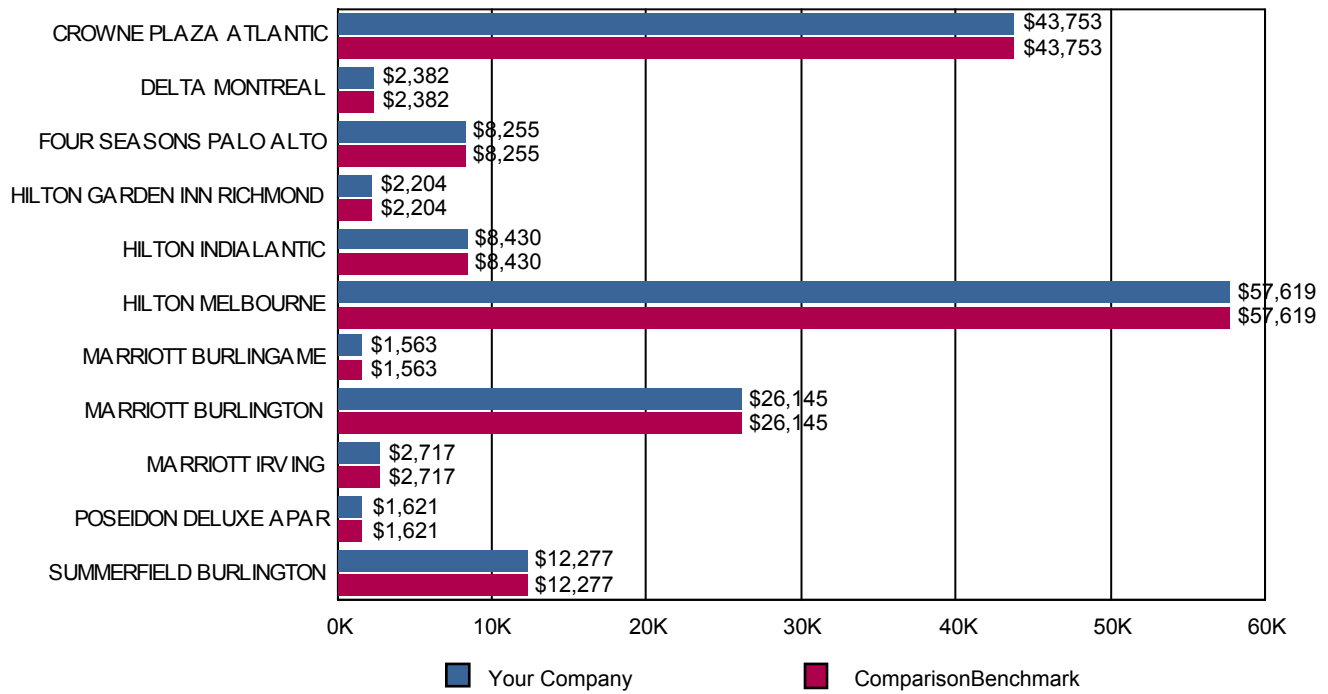


Hotel Analysis - Selected Properties

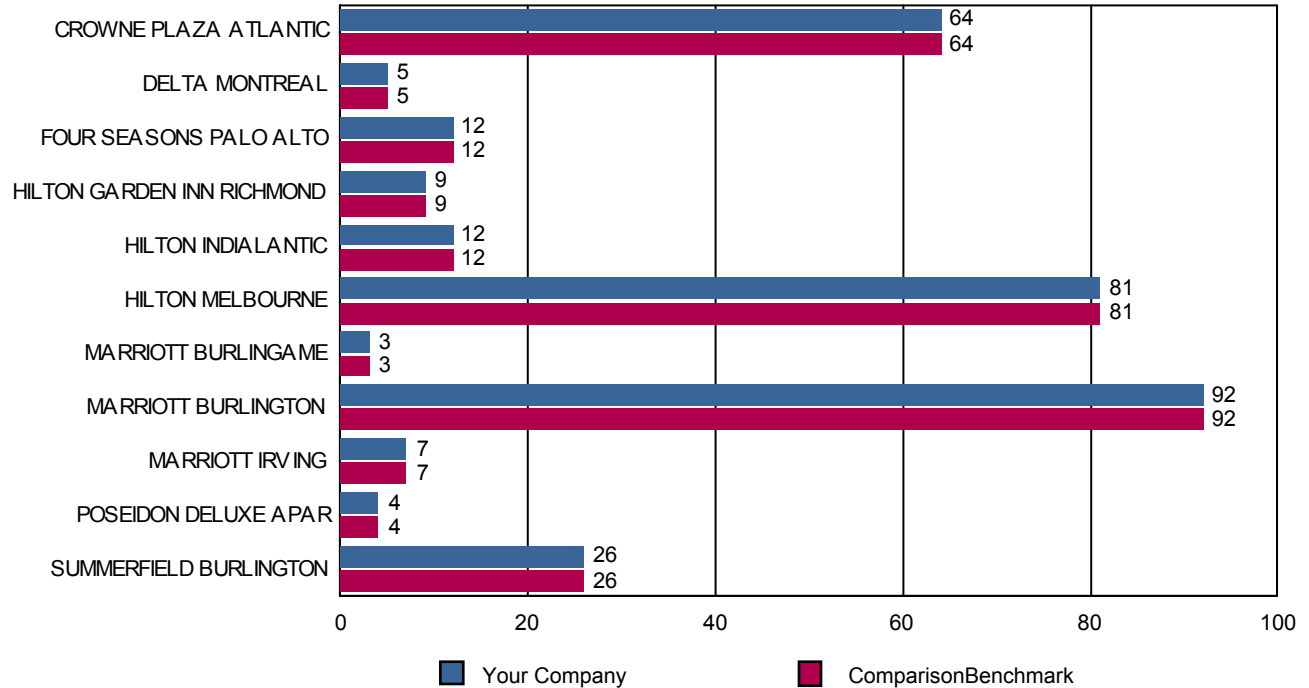
Selected Propertids	Your Company				Benchmark Comparison			
	Total Spend	# Nights	# Stays	Avg Cost / Night	Total Spend	# Nights	# Stays	Avg Cost / Night
MARRIOTT BURLINGAME	\$1,563	7	3	\$223.29	\$1,563	7	3	\$223.29
POSEIDON DELUXE APAR	\$1,621	9	4	\$180.11	\$1,621	9	4	\$180.11
MARRIOTT IRVING	\$2,717	10	7	\$271.70	\$2,717	10	7	\$271.70
HILTON GARDEN INN RICHMOND	\$2,204	16	9	\$137.75	\$2,204	16	9	\$137.75
DELTA MONTREAL	\$2,382	17	5	\$140.09	\$2,382	17	5	\$140.09
FOUR SEASONS PALO ALTO	\$8,255	24	12	\$343.96	\$8,255	24	12	\$343.96
HILTON INDIALANTIC	\$8,430	40	12	\$210.76	\$8,430	40	12	\$210.76
SUMMERFIELD BURLINGTON	\$12,277	95	26	\$129.23	\$12,277	95	26	\$129.23
MARRIOTT BURLINGTON	\$26,145	175	92	\$149.40	\$26,145	175	92	\$149.40
CROWNE PLAZA ATLANTIC	\$43,753	308	64	\$142.06	\$43,753	308	64	\$142.06
HILTON MELBOURNE	\$57,619	407	81	\$141.57	\$57,619	407	81	\$141.57



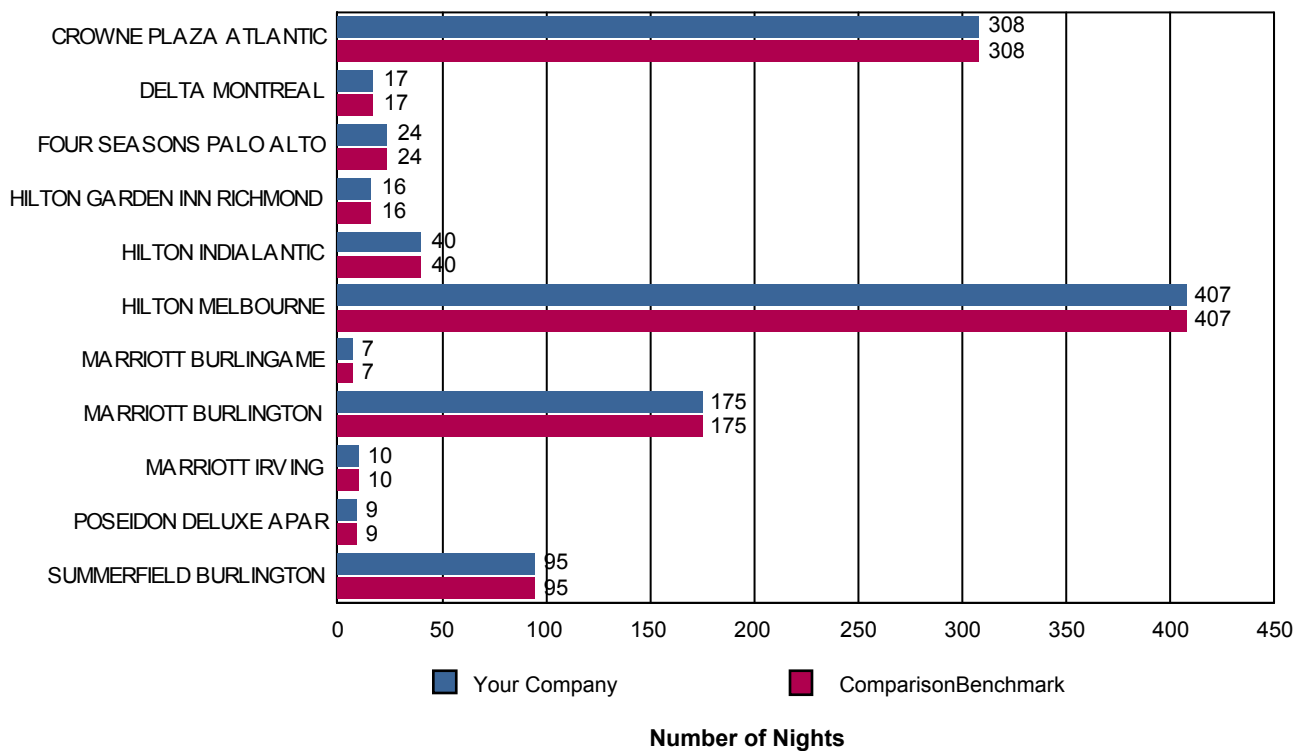
Average Cost per Night



Total Spend



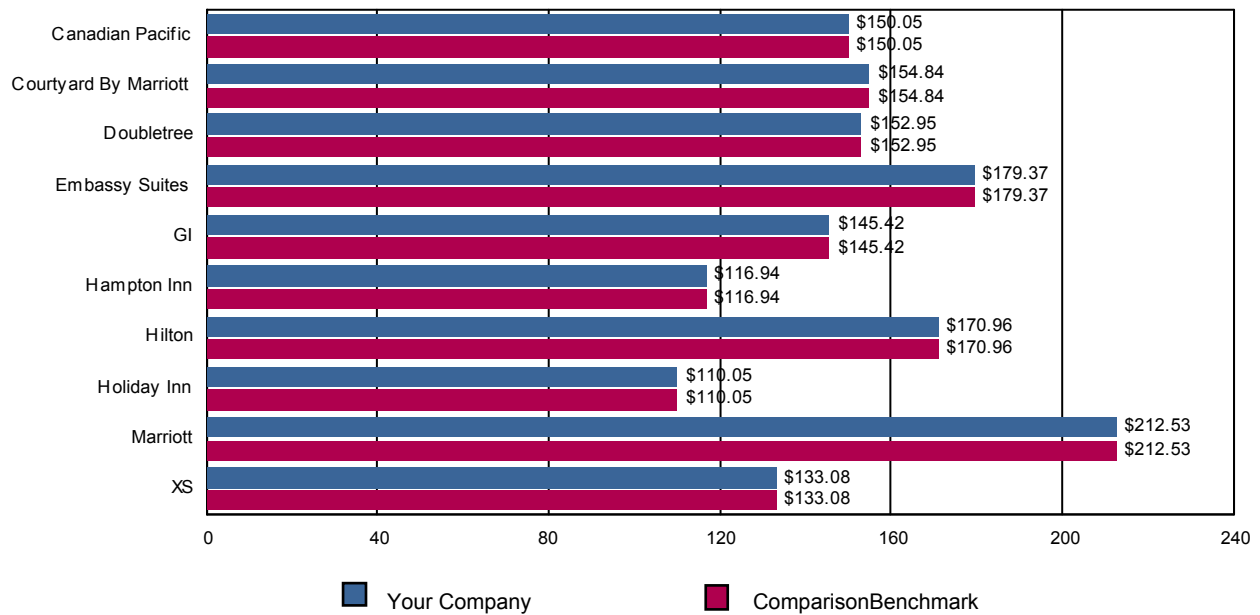
Number of Stays



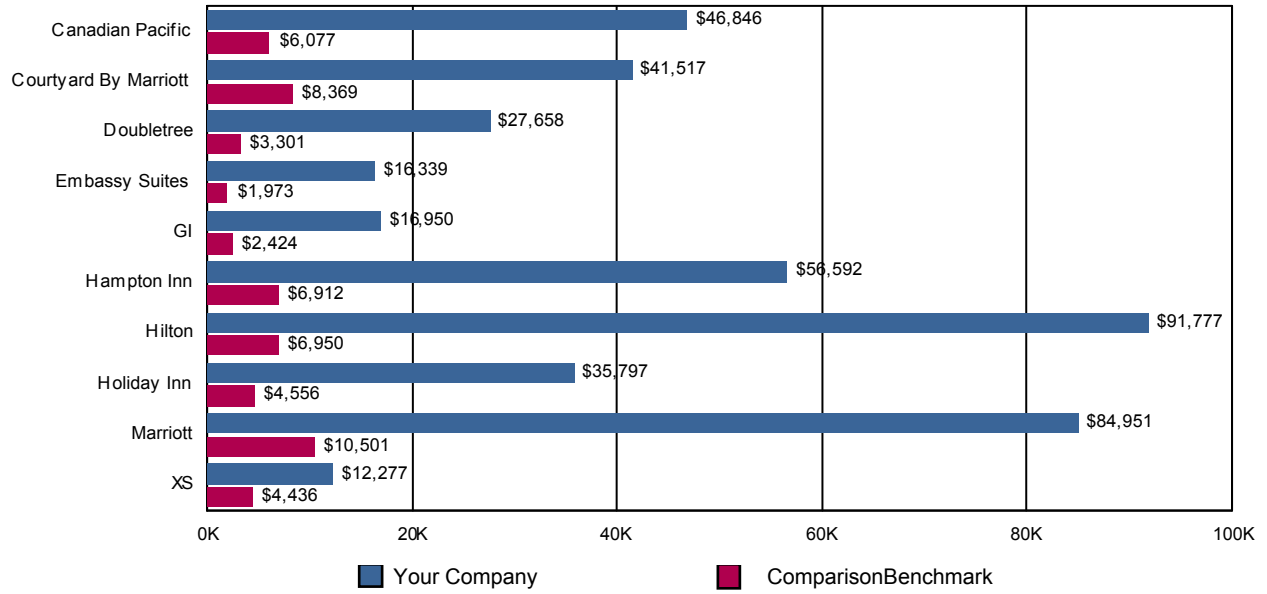


Hotel Analysis - Top Hotel Chains

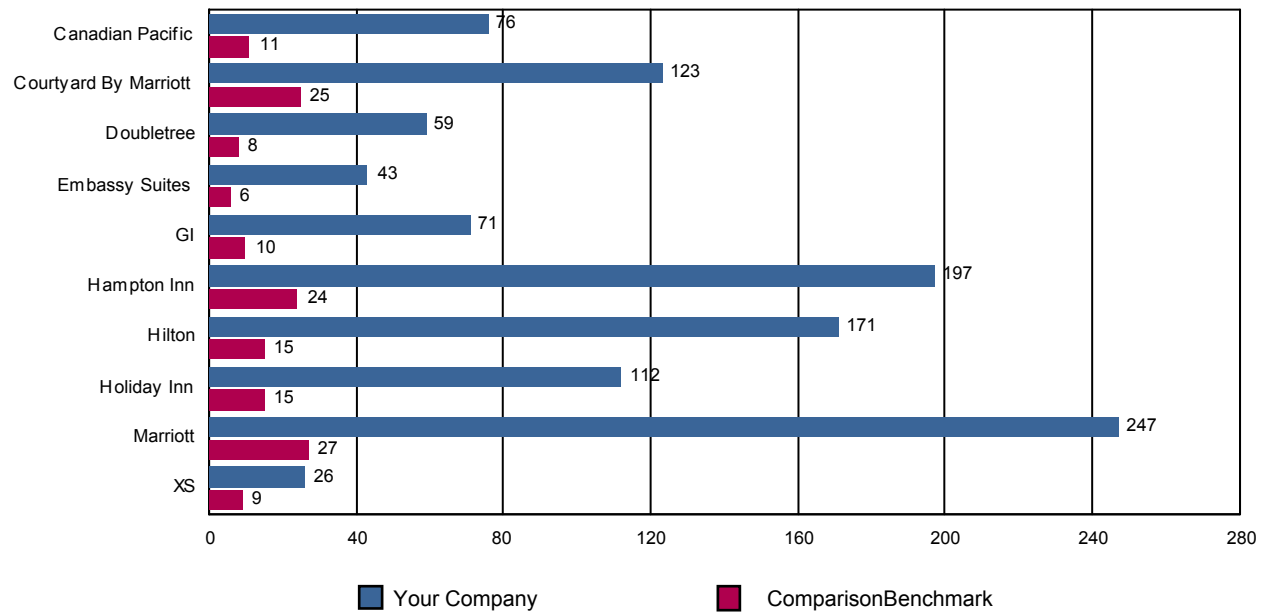
Top 10 Chains	Your Company				Benchmark Comparison			
	Total Spend	# Nights	# Stays	Avg Cost / Night	Total Spend	# Nights	# Stays	Avg Cost / Night
XS	12,277.00	95	26	133.08	4,436.00	33	9	133.08
Embassy Suites	16,338.90	95	43	179.37	1,973.11	11	6	179.37
GI	16,950.49	117	71	145.42	2,423.73	17	10	145.42
Doubletree	27,657.99	187	59	152.95	3,301.09	22	8	152.95
Courtyard By Marriott	41,517.40	244	123	154.84	8,368.94	54	25	154.84
Holiday Inn	35,796.58	322	112	110.05	4,556.07	41	15	110.05
Canadian Pacific	46,846.22	327	76	150.05	6,077.05	41	11	150.05
Marriott	84,951.08	443	247	212.53	10,500.80	49	27	212.53
Hampton Inn	56,591.87	488	197	116.94	6,912.27	59	24	116.94
Hilton	91,777.30	583	171	170.96	6,949.61	41	15	170.96



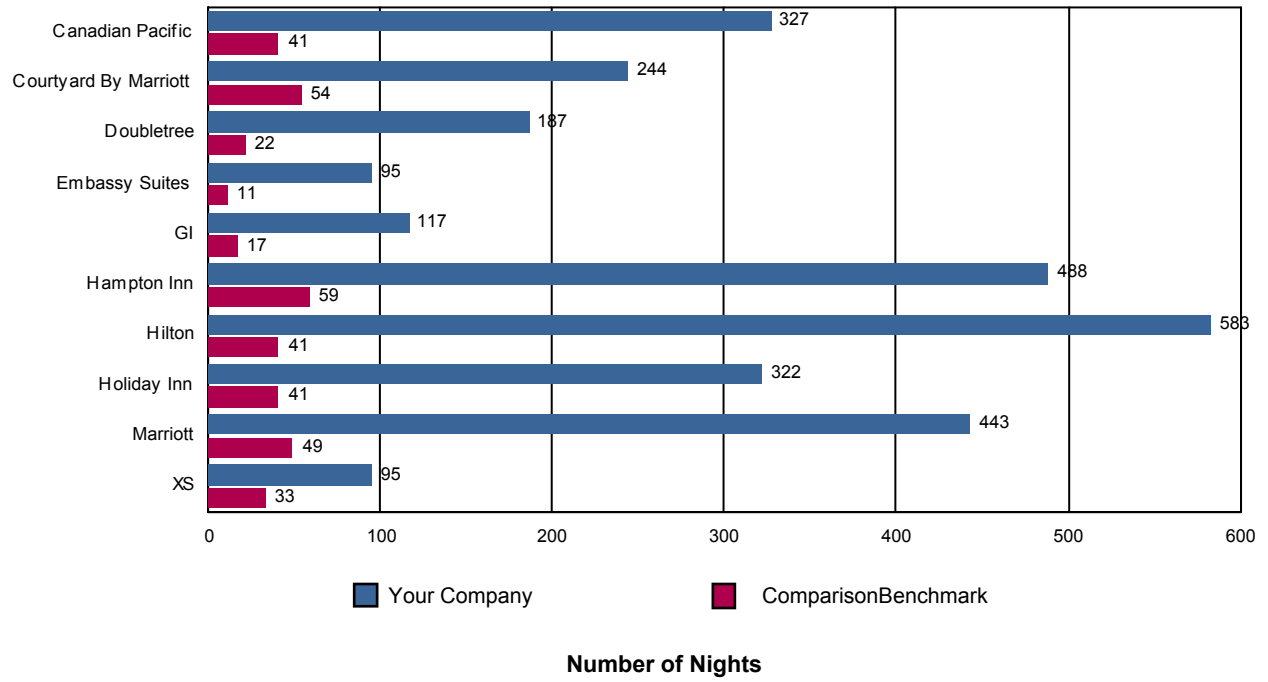
Average Cost per Night



Total Spend



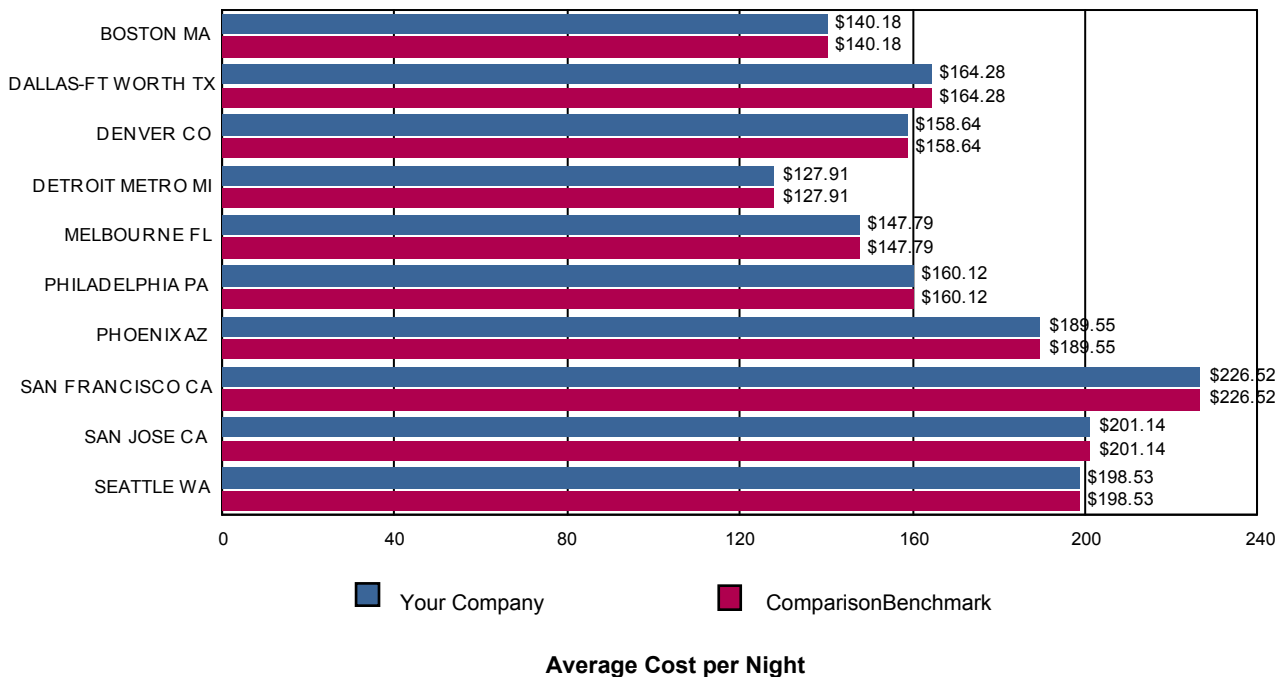
Number of Stays

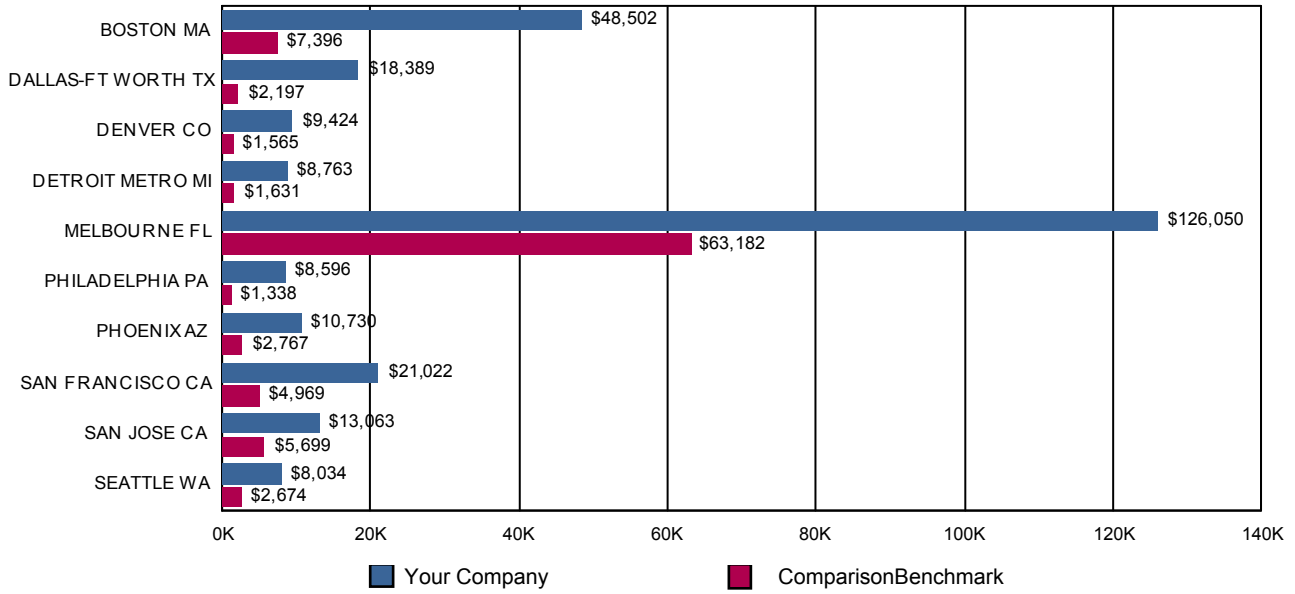




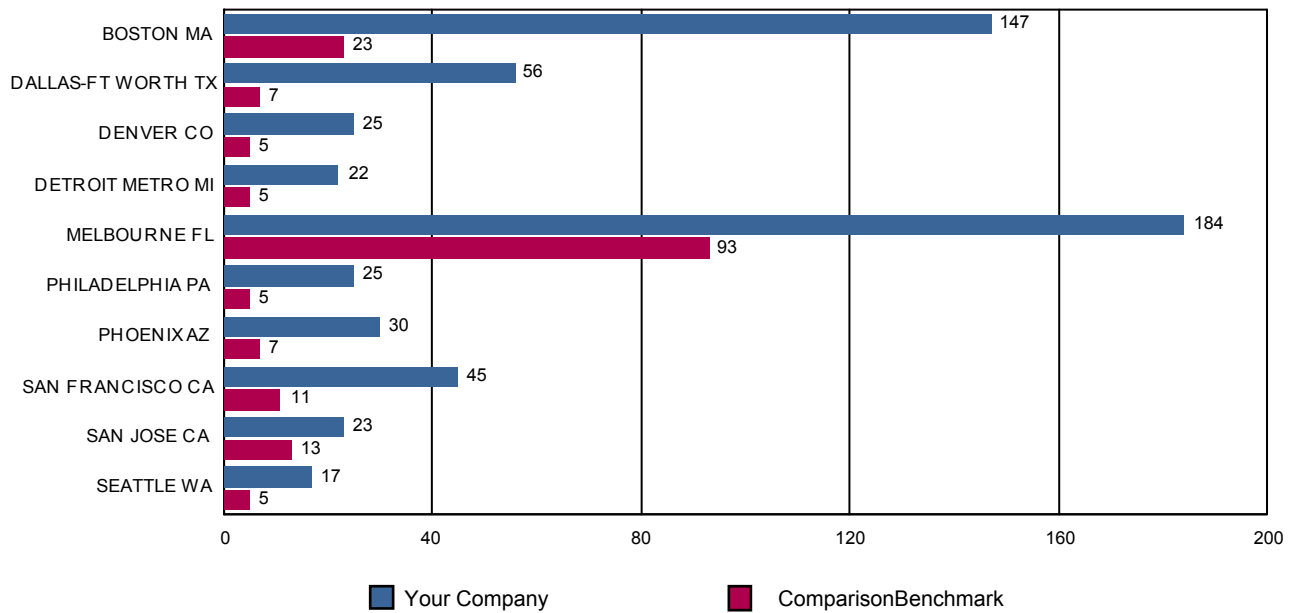
Hotel Analysis - Top Hotel Cities

Top 10 Cities	Your Company				Benchmark Comparison			
	Total Spend	# Nights	# Stays	Avg Cost / Night	Total Spend	# Nights	# Stays	Avg Cost / Night
SAN JOSE CA	13,063.19	50	23	201.14	5,698.86	28	13	201.14
SEATTLE WA	8,033.64	52	17	198.53	2,673.50	13	5	198.53
DENVER CO	9,424.40	57	25	158.64	1,565.21	10	5	158.64
PHILADELPHIA PA	8,595.72	58	25	160.12	1,338.17	8	5	160.12
PHOENIX AZ	10,730.24	58	30	189.55	2,767.43	15	7	189.55
DETROIT METRO MI	8,763.10	62	22	127.91	1,630.87	13	5	127.91
SAN FRANCISCO CA	21,022.30	88	45	226.52	4,969.28	22	11	226.52
DALLAS-FT WORTH TX	18,389.31	120	56	164.28	2,197.19	13	7	164.28
BOSTON MA	48,501.78	345	147	140.18	7,396.05	53	23	140.18
MELBOURNE FL	126,050.16	853	184	147.79	63,181.83	428	93	147.79

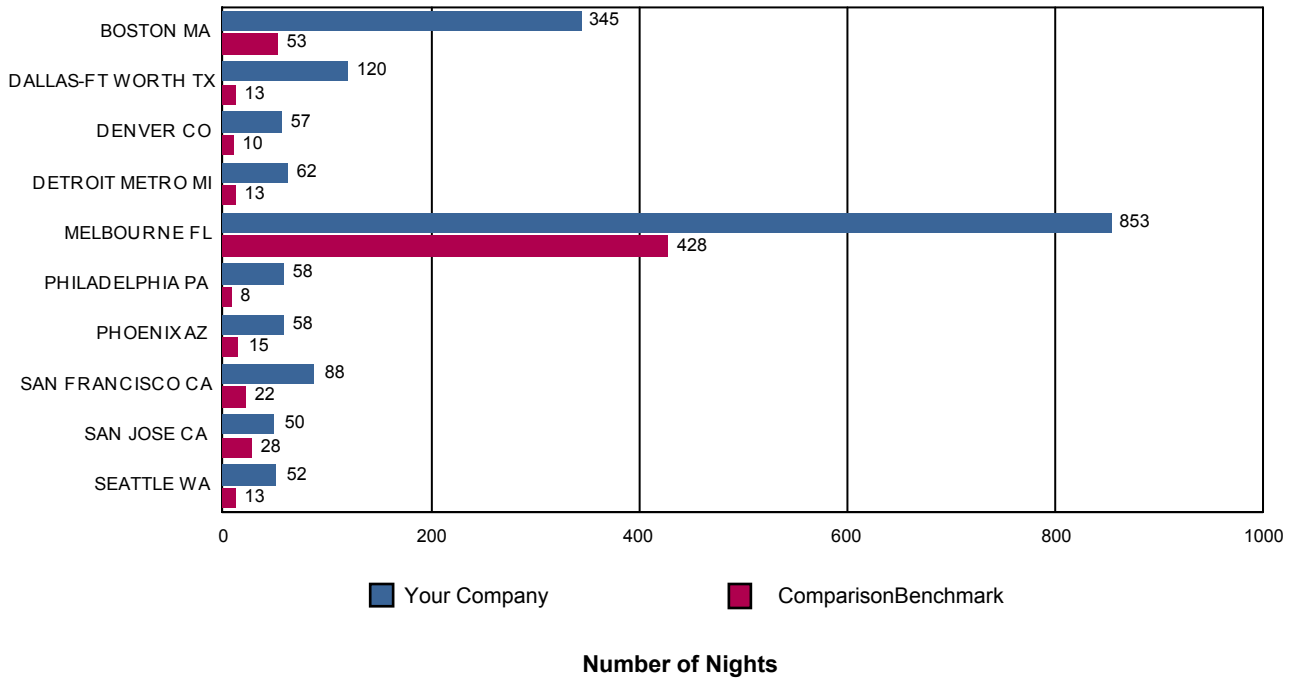




Total Spend



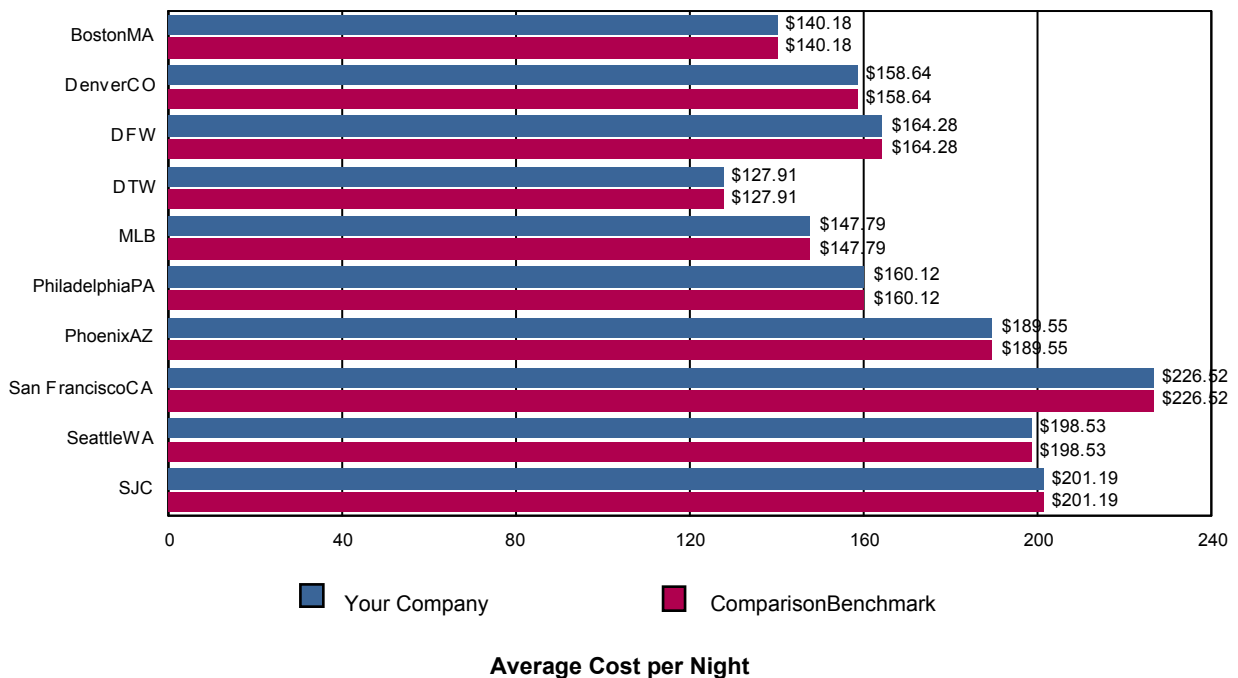
Number of Stays

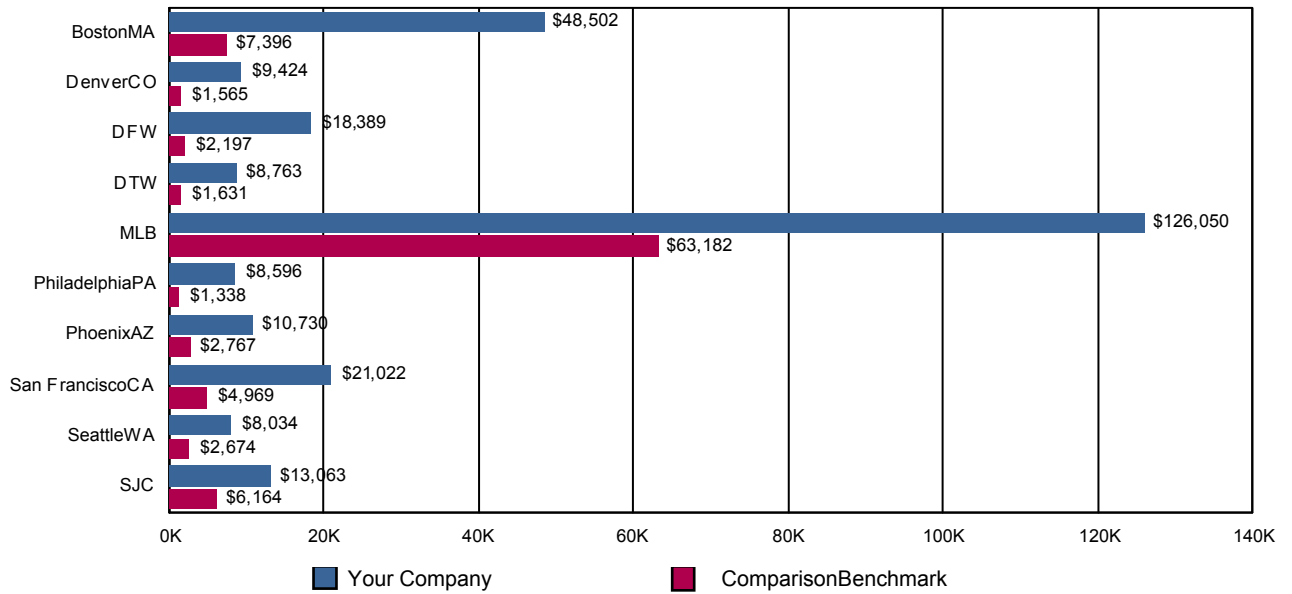




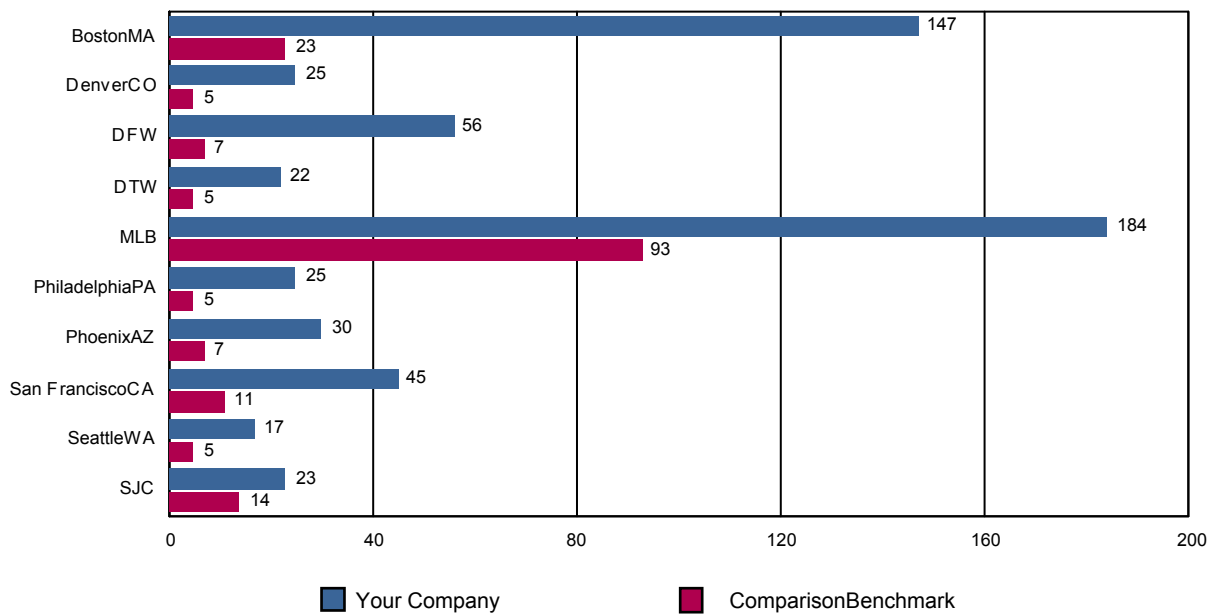
Hotel Analysis - Top Hotel Metropolitan Regions

Top 10 Metropolitan Regions	Your Company				Benchmark Comparison			
	Total Spend	# Nights	# Stays	Avg Cost / Night	Total Spend	# Nights	# Stays	Avg Cost / Night
SJC	13,063.19	50	23	201.19	6,163.76	31	14	201.19
SeattleWA	8,033.64	52	17	198.53	2,673.50	13	5	198.53
DenverCO	9,424.40	57	25	158.64	1,565.21	10	5	158.64
PhoenixAZ	10,730.24	58	30	189.55	2,767.43	15	7	189.55
PhiladelphiaPA	8,595.72	58	25	160.12	1,338.17	8	5	160.12
DTW	8,763.10	62	22	127.91	1,630.87	13	5	127.91
San FranciscoCA	21,022.30	88	45	226.52	4,969.28	22	11	226.52
DFW	18,389.31	120	56	164.28	2,197.19	13	7	164.28
BostonMA	48,501.78	345	147	140.18	7,396.05	53	23	140.18
MLB	126,050.16	853	184	147.79	63,181.83	428	93	147.79

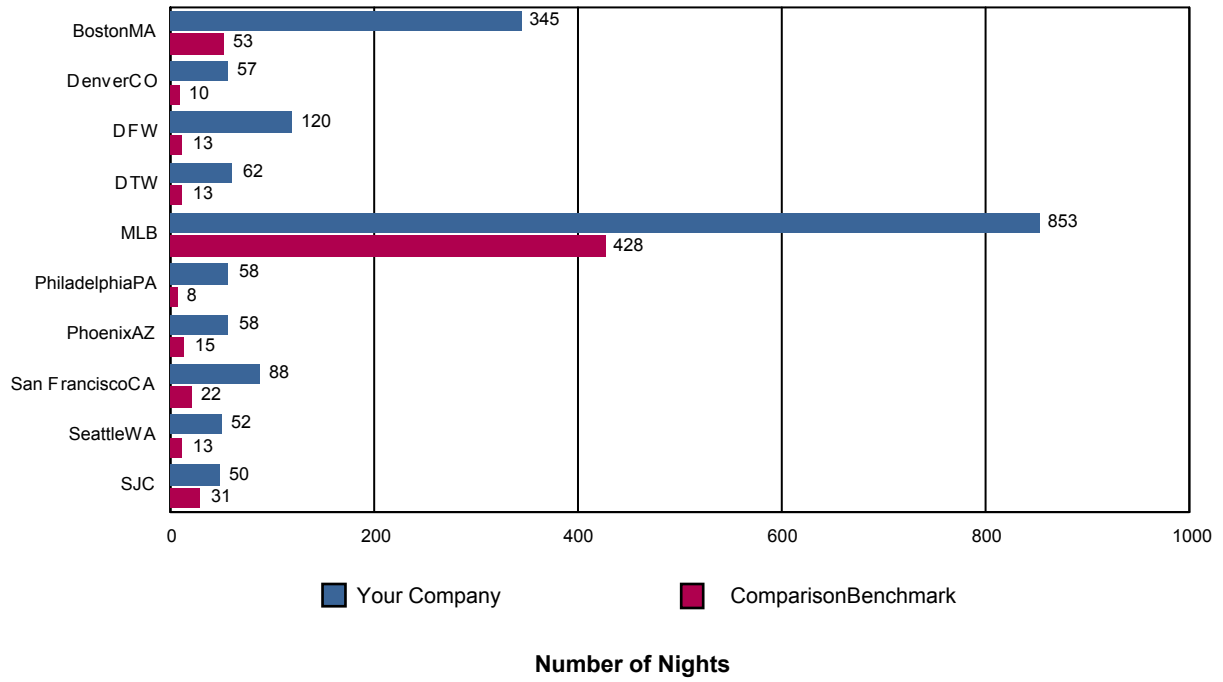




Total Spend



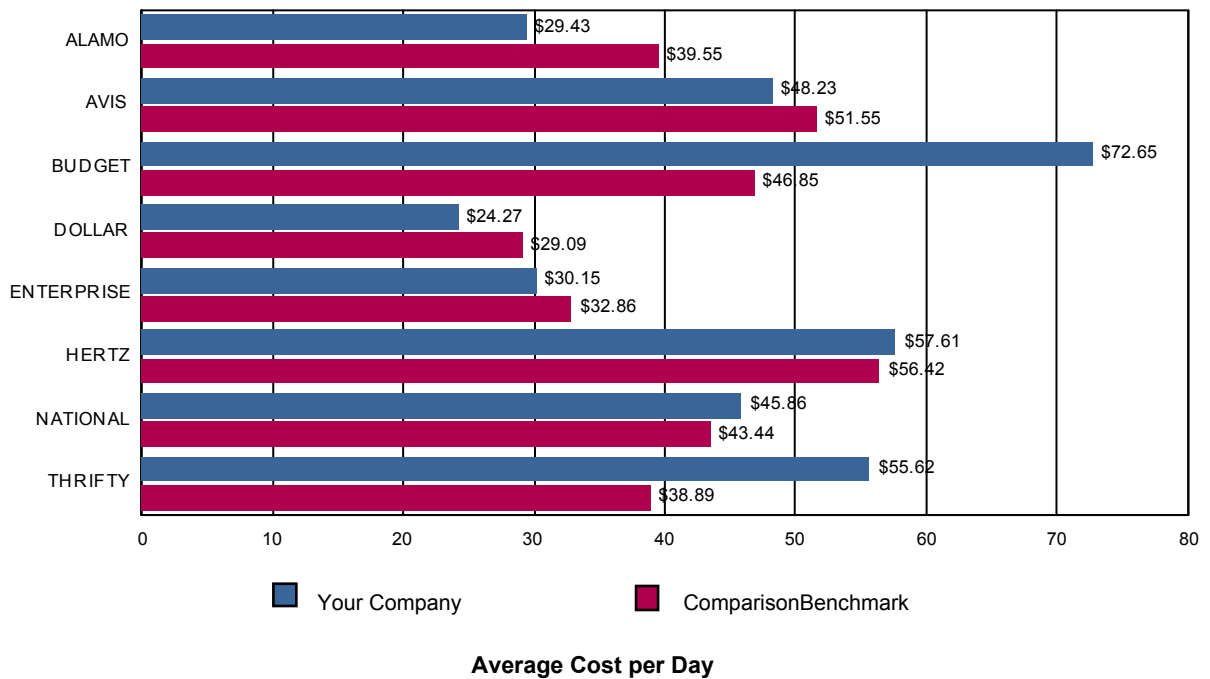
Number of Stays

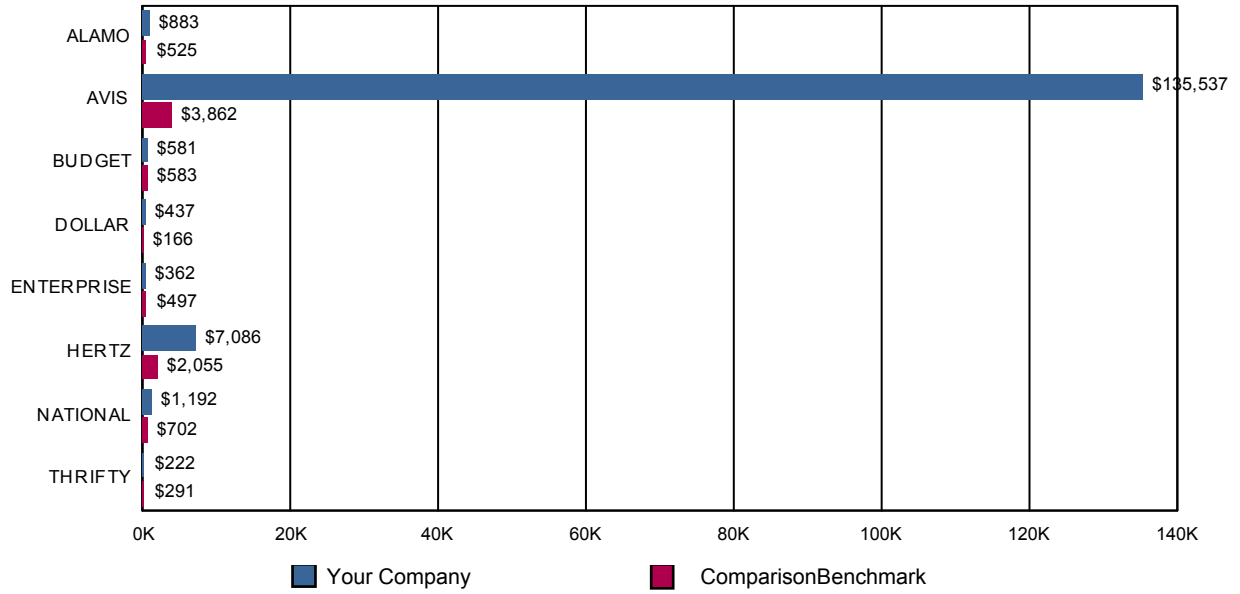




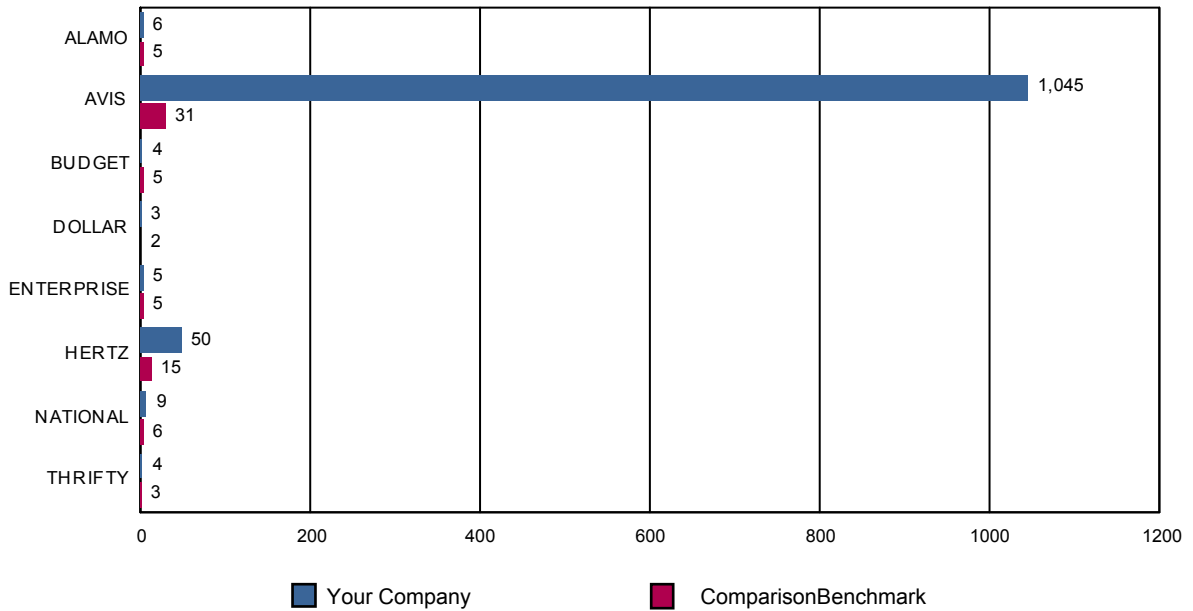
**Car Rental Analysis - Top Car Companies**

Top 10 Car Companies	Your Company				Benchmark Comparison			
	Total Spend	Rental Days	# Rentals	Avg Cost / Day	Total Spend	Rental Days	# Rentals	Avg Cost / Day
THRIFTY	\$222	4	4	\$55.62	\$291	7	3	\$38.89
BUDGET	\$581	8	4	\$72.65	\$583	12	5	\$46.85
ENTERPRISE	\$362	12	5	\$30.15	\$497	15	5	\$32.86
DOLLAR	\$437	18	3	\$24.27	\$166	6	2	\$29.09
NATIONAL	\$1,192	26	9	\$45.86	\$702	16	6	\$43.44
ALAMO	\$883	30	6	\$29.43	\$525	13	5	\$39.55
HERTZ	\$7,086	123	50	\$57.61	\$2,055	36	15	\$56.42
AVIS	\$135,537	2,810	1,045	\$48.23	\$3,862	75	31	\$51.55

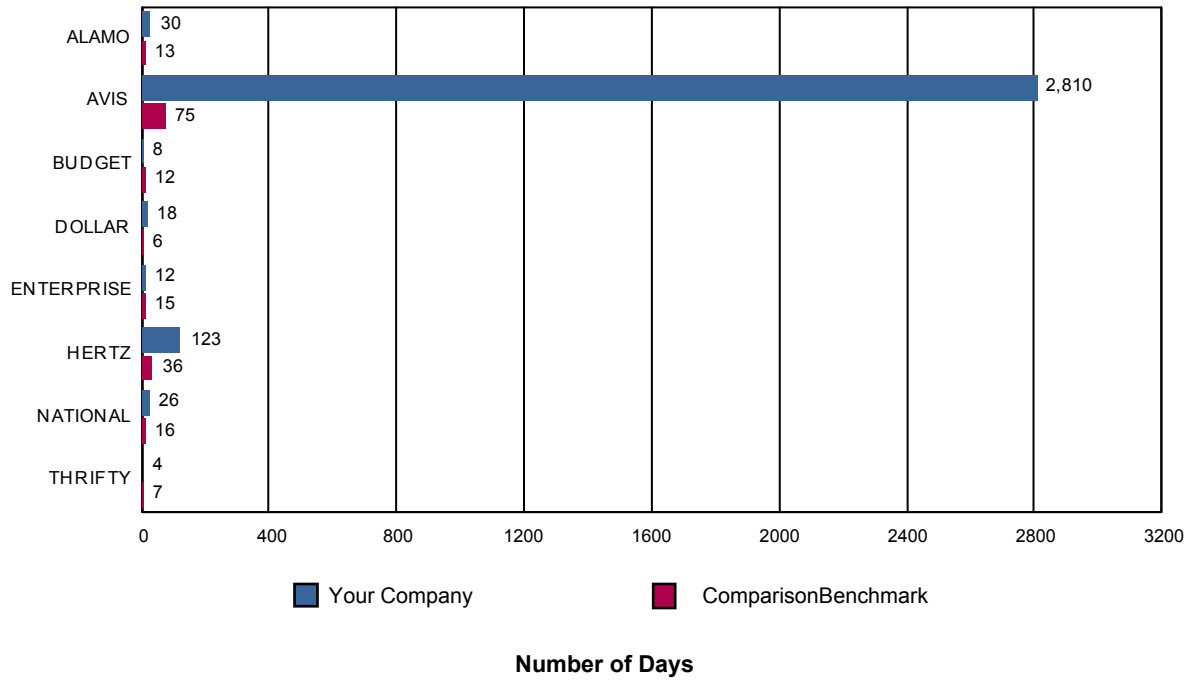




Total Spend



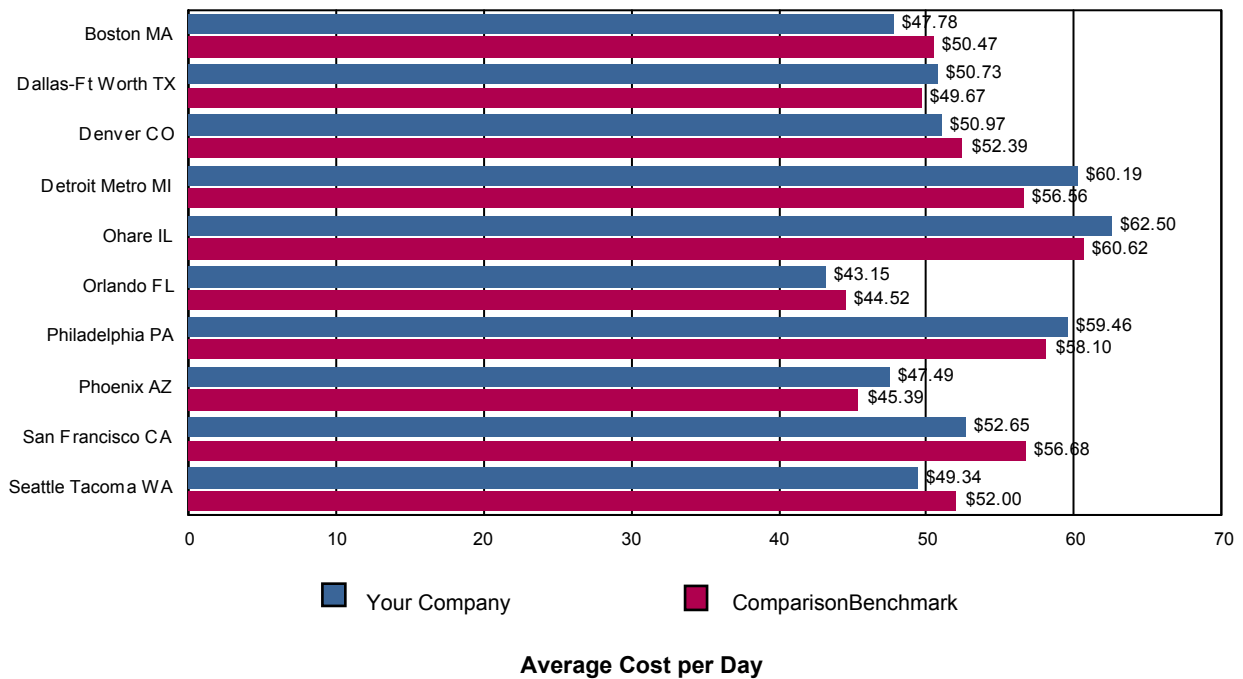
Number of Rentals

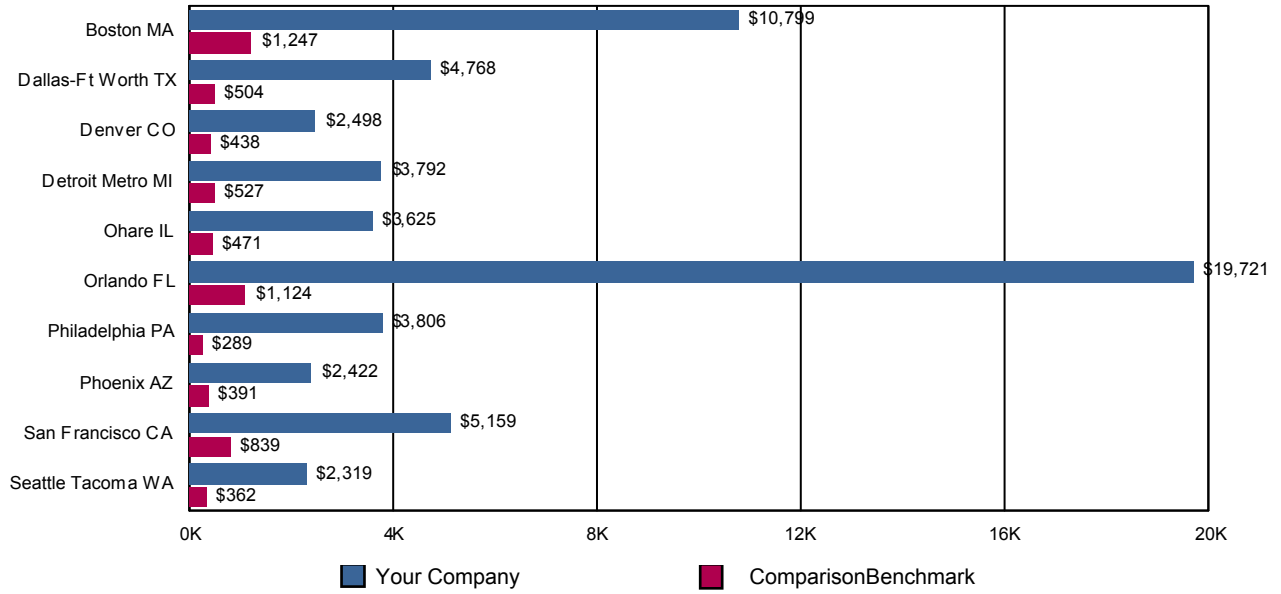




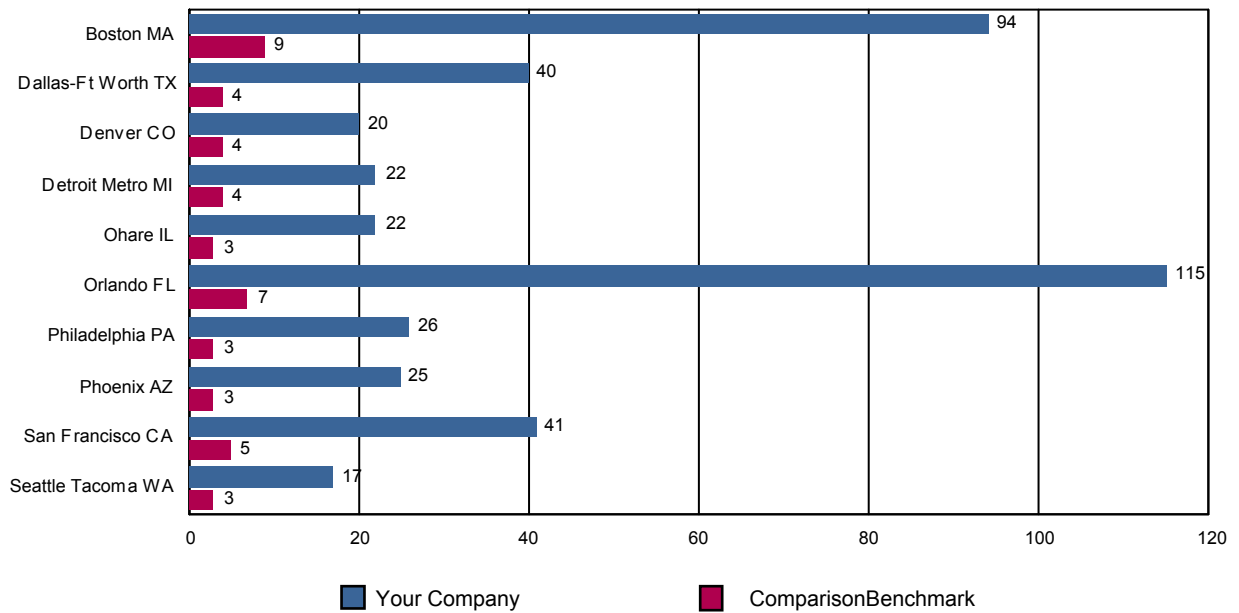
**Car Rental Analysis - Top Car Cities**

Top 10 Car Cities	Your Company				Benchmark Comparison			
	Total Spend	Rental Days	# Rentals	Avg Cost / Day	Total Spend	Rental Days	# Rentals	Avg Cost / Day
Seattle Tacoma WA	\$2,319	47	17	\$49.34	\$362	7	3	\$52.00
Denver CO	\$2,498	49	20	\$50.97	\$438	8	4	\$52.39
Phoenix AZ	\$2,422	51	25	\$47.49	\$391	9	3	\$45.39
Ohare IL	\$3,625	58	22	\$62.50	\$471	8	3	\$60.62
Detroit Metro MI	\$3,792	63	22	\$60.19	\$527	9	4	\$56.56
Philadelphia PA	\$3,806	64	26	\$59.46	\$289	5	3	\$58.10
Dallas-Ft Worth TX	\$4,768	94	40	\$50.73	\$504	10	4	\$49.67
San Francisco CA	\$5,159	98	41	\$52.65	\$839	15	5	\$56.68
Boston MA	\$10,799	226	94	\$47.78	\$1,247	25	9	\$50.47
Orlando FL	\$19,721	457	115	\$43.15	\$1,124	25	7	\$44.52

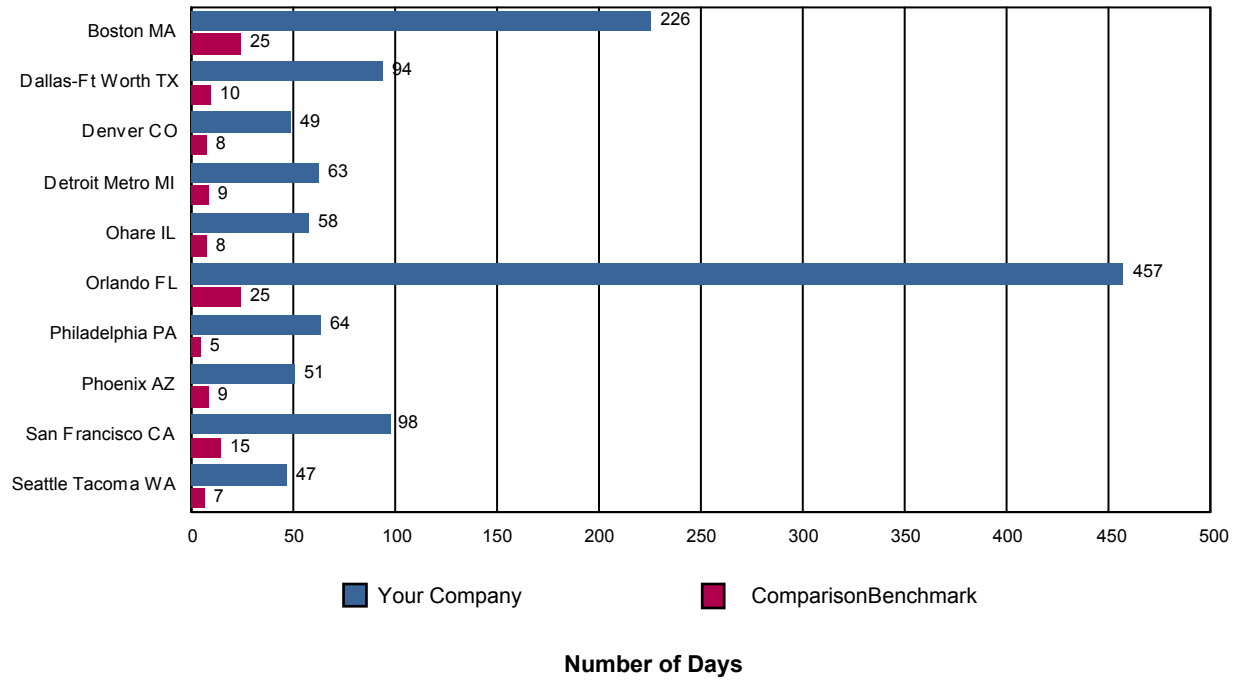




Total Spend



Number of Rentals





**Positive Factors**

Here are the top factors that raised your Travel GPA based on your stated goals and corresponding weights that you assigned to each metric.

Category	Actual	Goal	Grade	Weight towards GPA
3 Day Advance Ticket Purchase	67.70%	60%	4.00	14.29%
Online Booking Adoption Rate	45.87%	30%	4.00	14.29%
Intl Flight Saturday Departure	10.98%	15%	3.20	7.14%
Preferred Air Carrier Compliance	74.13%	94%	3.28	21.43%
Intermediate Car Class Rentals	97.69%	100%	3.93	0.00%

**Online Savings**

By booking online, you saved **\$13,990.00** in service fees over the cost of booking with an agent.

Overall, the more goals that you achieve the higher the score will be for your Goal Metrics GPA. Since all metrics are not weighted proportionately, it is important to continue to focus on the metrics that will affect your overall travel budget the most: advance ticket purchase, acceptance of lowest fare, use of an online booking tool, and preferred suppliers for all segments of travel.

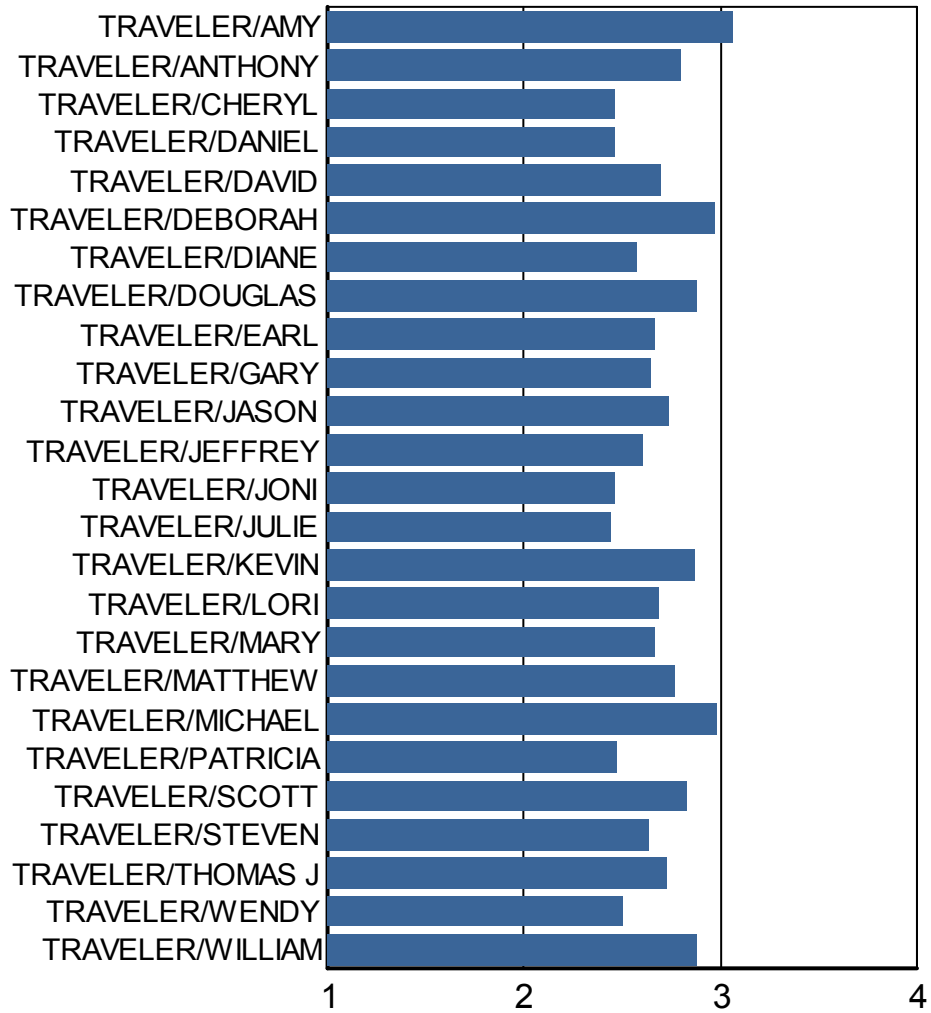
If you are using an online booking solution provided by your travel management company, then you will see just how much they have saved for you in additional transaction fees through our cost savings indicator shown in this section. As a guideline, try to establish reasonable yet attainable goals with your travel program and you will notice an above average score in both your Goal Metrics and Benchmark GPAs.

**Negative Factors**

These are the factors that lowered your overall Travel GPA. Since all metrics are not weighted proportionately, it is important to continue to focus on the metrics that will affect your overall travel budget the most: advance ticket purchase, acceptance of lowest fare, use of an online booking tool, and preferred suppliers for all segments of travel. If you are using an online booking solution provided by your travel management company, then you will see just how much they have saved for you in additional transaction fees through our cost savings indicator shown in this section. As a guideline, try to establish reasonable yet attainable goals with your travel program and you will notice an above average score in both your Goal Metrics and Benchmark GPAs.

Category	Actual	Goal	Grade	Weight towards GPA
Acceptance of Lowest Fare	61.38%	90%	1.00	21.43%
Missed Hotel Booking Opportunities	53.64%	10%	1.00	0.00%
Preferred Hotel Chain Compliance	28.78%	64%	1.00	7.14%
Preferred Car Rental Compliance	98.58%	112%	2.20	7.14%
Ticket Exchanges	11.61%	5%	1.00	7.14%

Top 25 Travelers Overall GPA



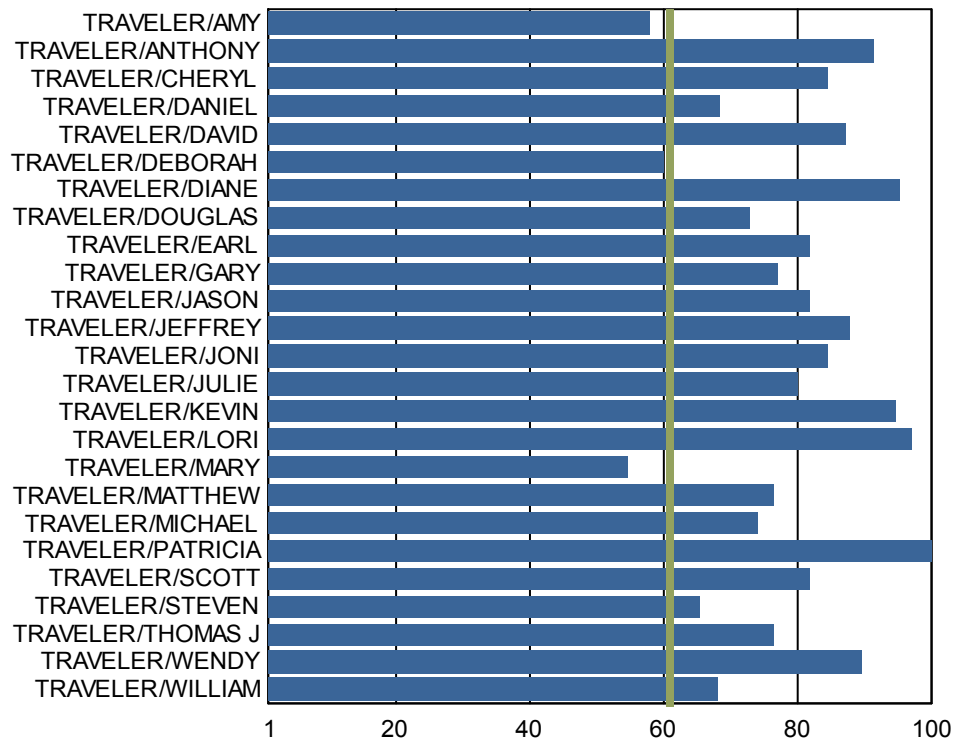


## Top Travelers Overall GPA

<u>Traveler</u>	<u>Overall GPA</u>	<u>Traveler</u>	<u>Overall GPA</u>
TRAVELER/ADAM H	2.19	TRAVELER/AMY	3.06
TRAVELER/ANDREA	1.97	TRAVELER/ANDREW	2.13
TRAVELER/ANITA	2.20	TRAVELER/ANTHONY	2.80
TRAVELER/BOBBY H	1.78	TRAVELER/BRIAN	2.26
TRAVELER/CARRIE	1.90	TRAVELER/CHARLES	2.06
TRAVELER/CHERYL	2.47	TRAVELER/CHRISTIAN	2.07
TRAVELER/CHRISTOPHER	2.26	TRAVELER/CINDY	2.19
TRAVELER/CRAIG	2.40	TRAVELER/CRYSTAL	2.22
TRAVELER/DANIEL	2.47	TRAVELER/DARAH	1.93
TRAVELER/DAVID	2.70	TRAVELER/DEBORAH	2.98
TRAVELER/DENNIS	1.93	TRAVELER/DERON	2.26
TRAVELER/DIANE	2.58	TRAVELER/DONALD W	1.95
TRAVELER/DOUGLAS	2.88	TRAVELER/DUNCAN	2.11
TRAVELER/EARL	2.67	TRAVELER/ELISABETH	2.09
TRAVELER/FRANCIS	2.17	TRAVELER/FRANCOIS	2.28
TRAVELER/FRANK	2.08	TRAVELER/FREDERICK	2.23
TRAVELER/GABRIEL	1.71	TRAVELER/GARLAND	2.19
TRAVELER/GARY	2.65	TRAVELER/GAVIN	1.91
TRAVELER/GINA MARIE	2.24	TRAVELER/GREG	1.94
TRAVELER/HEATHER	2.17	TRAVELER/HOWARD TYLER	2.01
TRAVELER/JAMES	2.14	TRAVELER/JANE	2.13
TRAVELER/JANET	2.21	TRAVELER/JASON	2.74
TRAVELER/JEANNE	2.31	TRAVELER/JEFFREY	2.61
TRAVELER/JILLETTA	2.06	TRAVELER/JOEL	1.94
TRAVELER/JOELLA	1.73	TRAVELER/JOHN	2.18
TRAVELER/JOHN TODD	1.70	TRAVELER/JONI	2.47
TRAVELER/JUDY	1.84	TRAVELER/JULIE	2.44
TRAVELER/JULIET	1.97	TRAVELER/KAREN	2.13
TRAVELER/KATHRYN	1.93	TRAVELER/KELLY	2.06
TRAVELER/KEVIN	2.87	TRAVELER/KONRAD	2.03
TRAVELER/LAUREN	2.18	TRAVELER/LINDA	2.16
TRAVELER/LISA	1.97	TRAVELER/LORI	2.69
TRAVELER/LORRAINE	1.93	TRAVELER/LYNDA	1.57
TRAVELER/MARK	2.07	TRAVELER/MARY	2.67
TRAVELER/MATTHEW	2.77	TRAVELER/MELISSA	2.08
TRAVELER/MICHAEL	2.99	TRAVELER/NICHOLAS	2.13
TRAVELER/NIGEL	2.07	TRAVELER/PATRICIA	2.47
TRAVELER/PATRICK	2.27	TRAVELER/PATRICK W	1.75
TRAVELER/PAUL	1.64	TRAVELER/PETER	1.90
TRAVELER/RAJ	1.97	TRAVELER/RAYMOND	1.97
TRAVELER/RICHARD	2.19	TRAVELER/ROBERT	2.35
TRAVELER/SCOTT	2.83	TRAVELER/SEAN	1.49
TRAVELER/STEPHANIE	2.10	TRAVELER/STEPHEN	2.42
TRAVELER/STEVE	2.30	TRAVELER/STEVEN	2.64
TRAVELER/SUSAN	1.86	TRAVELER/TAMI	1.97
TRAVELER/THERESA	2.16	TRAVELER/THOMAS	2.05
TRAVELER/THOMAS A	2.15	TRAVELER/THOMAS J	2.73
TRAVELER/TIMOTHY	2.21	TRAVELER/TODD	2.14
TRAVELER/VALERIE	2.23	TRAVELER/VICTOR	1.54
TRAVELER/WENDY	2.50	TRAVELER/WILLIAM	2.88

Top 25 Traveler Goals

3 Day Advance Ticket Purchase

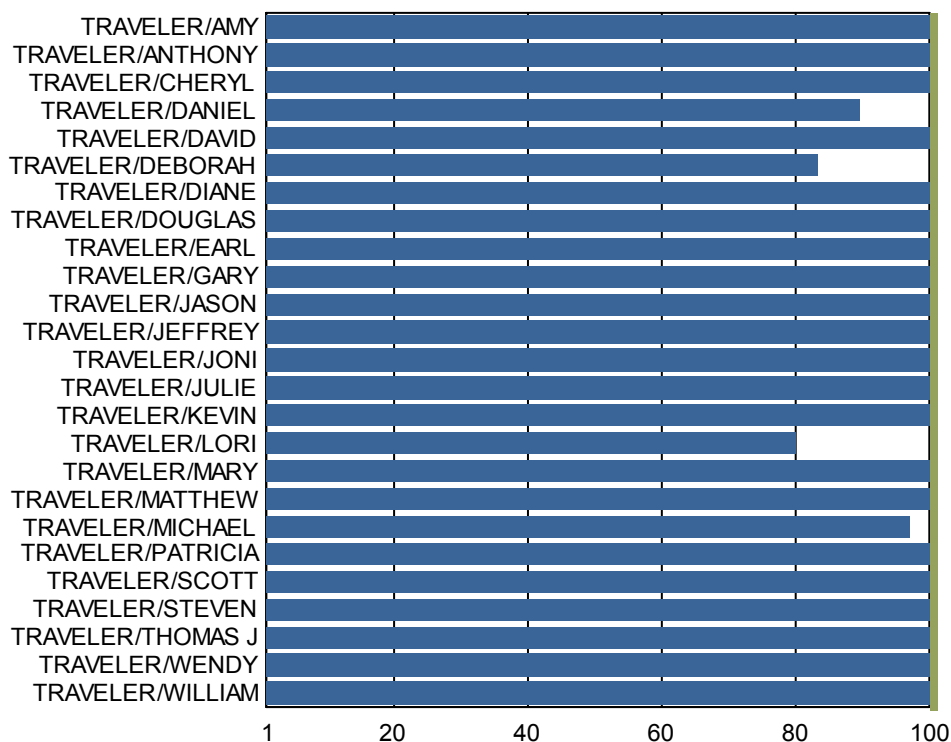


Goal: 60%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	11.00	57.89	3.89
TRAVELER/MICHAEL	73.00	54.00	73.97	4.00
TRAVELER/DEBORAH	15.00	9.00	60.00	4.00
TRAVELER/WILLIAM	44.00	30.00	68.18	4.00
TRAVELER/DOUGLAS	11.00	8.00	72.73	4.00
TRAVELER/KEVIN	19.00	18.00	94.74	4.00
TRAVELER/SCOTT	11.00	9.00	81.82	4.00
TRAVELER/ANTHONY	23.00	21.00	91.30	4.00
TRAVELER/MATTHEW	34.00	26.00	76.47	4.00
TRAVELER/JASON	22.00	18.00	81.82	4.00
TRAVELER/THOMAS J	17.00	13.00	76.47	4.00
TRAVELER/DAVID	47.00	41.00	87.23	4.00
TRAVELER/LORI	34.00	33.00	97.06	4.00
TRAVELER/MARY	11.00	6.00	54.55	3.73
TRAVELER/EARL	11.00	9.00	81.82	4.00
TRAVELER/GARY	35.00	27.00	77.14	4.00
TRAVELER/STEVEN	29.00	19.00	65.52	4.00
TRAVELER/JEFFREY	41.00	36.00	87.80	4.00
TRAVELER/DIANE	21.00	20.00	95.24	4.00
TRAVELER/WENDY	19.00	17.00	89.47	4.00
TRAVELER/PATRICIA	22.00	22.00	100.00	4.00
TRAVELER/DANIEL	92.00	63.00	68.48	4.00
TRAVELER/JONI	13.00	11.00	84.62	4.00
TRAVELER/CHERYL	13.00	11.00	84.62	4.00
TRAVELER/JULIE	25.00	20.00	80.00	4.00



Intermediate Car Class Rentals

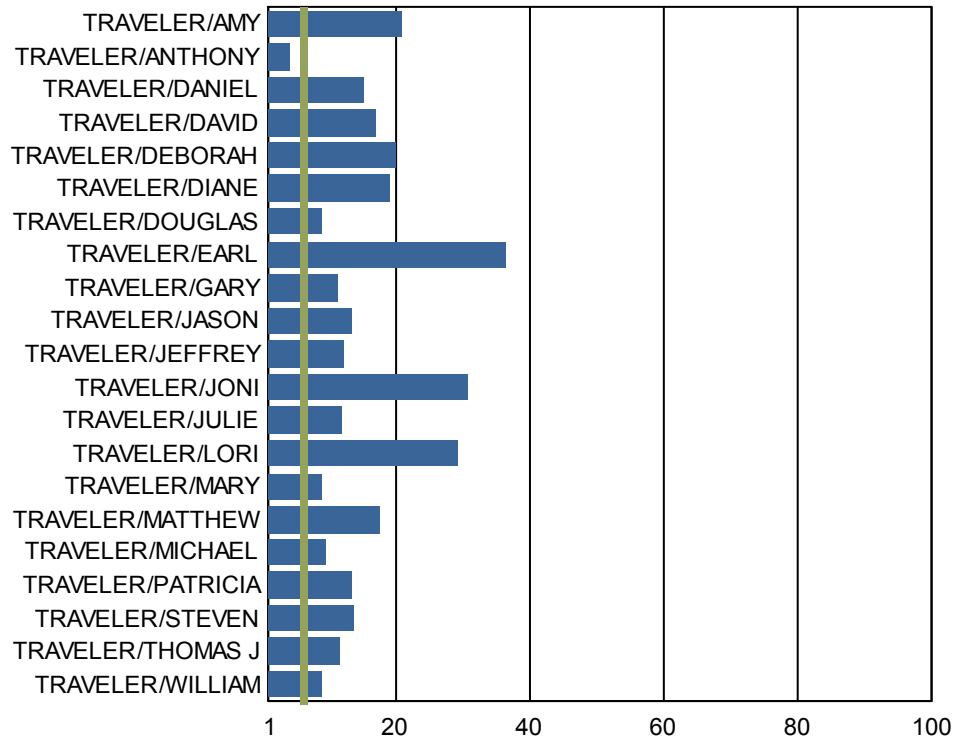


Goal: 100%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	2.00	2.00	100.00	4.00
TRAVELER/MICHAEL	33.00	32.00	96.97	3.91
TRAVELER/DEBORAH	6.00	5.00	83.33	3.50
TRAVELER/WILLIAM	21.00	21.00	100.00	4.00
TRAVELER/DOUGLAS	4.00	4.00	100.00	4.00
TRAVELER/KEVIN	1.00	1.00	100.00	4.00
TRAVELER/SCOTT	2.00	2.00	100.00	4.00
TRAVELER/ANTHONY	7.00	7.00	100.00	4.00
TRAVELER/MATTHEW	7.00	7.00	100.00	4.00
TRAVELER/JASON	13.00	13.00	100.00	4.00
TRAVELER/THOMAS J	3.00	3.00	100.00	4.00
TRAVELER/DAVID	20.00	20.00	100.00	4.00
TRAVELER/LORI	10.00	8.00	80.00	3.40
TRAVELER/MARY	2.00	2.00	100.00	4.00
TRAVELER/EARL	5.00	5.00	100.00	4.00
TRAVELER/GARY	18.00	18.00	100.00	4.00
TRAVELER/STEVEN	10.00	10.00	100.00	4.00
TRAVELER/JEFFREY	18.00	18.00	100.00	4.00
TRAVELER/DIANE	12.00	12.00	100.00	4.00
TRAVELER/WENDY	11.00	11.00	100.00	4.00
TRAVELER/PATRICIA	12.00	12.00	100.00	4.00
TRAVELER/DANIEL	29.00	26.00	89.66	3.69
TRAVELER/JONI	2.00	2.00	100.00	4.00
TRAVELER/CHERYL	9.00	9.00	100.00	4.00
TRAVELER/JULIE	7.00	7.00	100.00	4.00



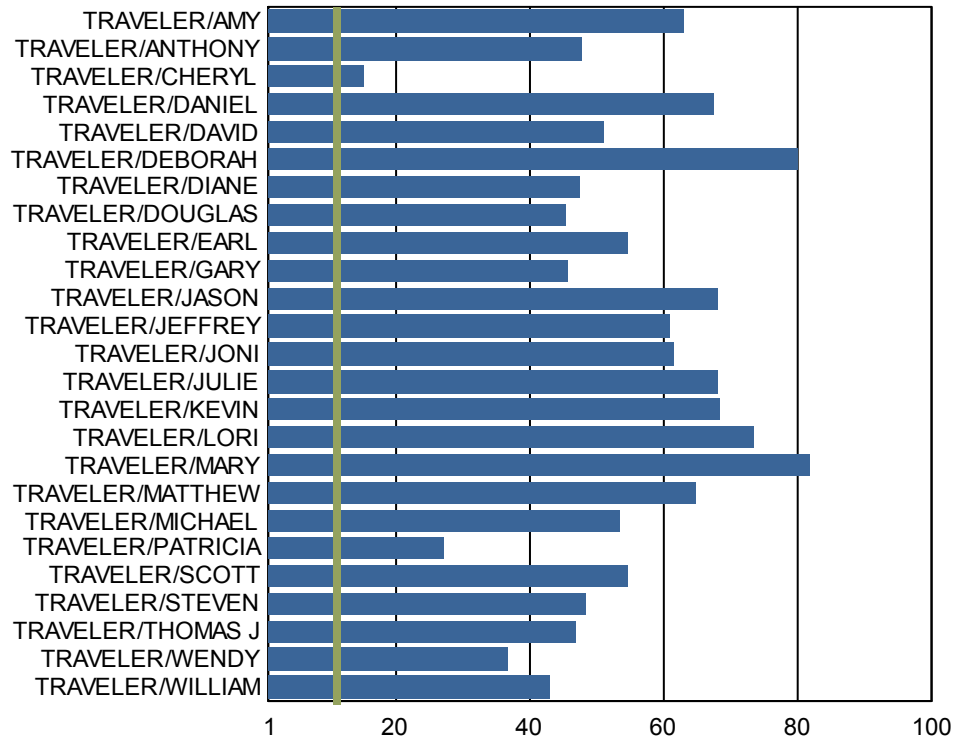
Ticket Exchanges



Goal: 5%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	4.00	21.05	0.00
TRAVELER/MICHAEL	73.00	7.00	9.59	0.00
TRAVELER/DEBORAH	15.00	3.00	20.00	0.00
TRAVELER/WILLIAM	44.00	4.00	9.09	0.00
TRAVELER/DOUGLAS	11.00	1.00	9.09	0.00
TRAVELER/ANTHONY	23.00	1.00	4.35	0.00
TRAVELER/MATTHEW	34.00	6.00	17.65	0.00
TRAVELER/JASON	22.00	3.00	13.64	0.00
TRAVELER/THOMAS J	17.00	2.00	11.76	0.00
TRAVELER/DAVID	47.00	8.00	17.02	0.00
TRAVELER/LORI	34.00	10.00	29.41	0.00
TRAVELER/MARY	11.00	1.00	9.09	0.00
TRAVELER/EARL	11.00	4.00	36.36	0.00
TRAVELER/GARY	35.00	4.00	11.43	0.00
TRAVELER/STEVEN	29.00	4.00	13.79	0.00
TRAVELER/JEFFREY	41.00	5.00	12.20	0.00
TRAVELER/DIANE	21.00	4.00	19.05	0.00
TRAVELER/PATRICIA	22.00	3.00	13.64	0.00
TRAVELER/DANIEL	92.00	14.00	15.22	0.00
TRAVELER/JONI	13.00	4.00	30.77	0.00
TRAVELER/JULIE	25.00	3.00	12.00	0.00

Missed Hotel Booking Opportunities

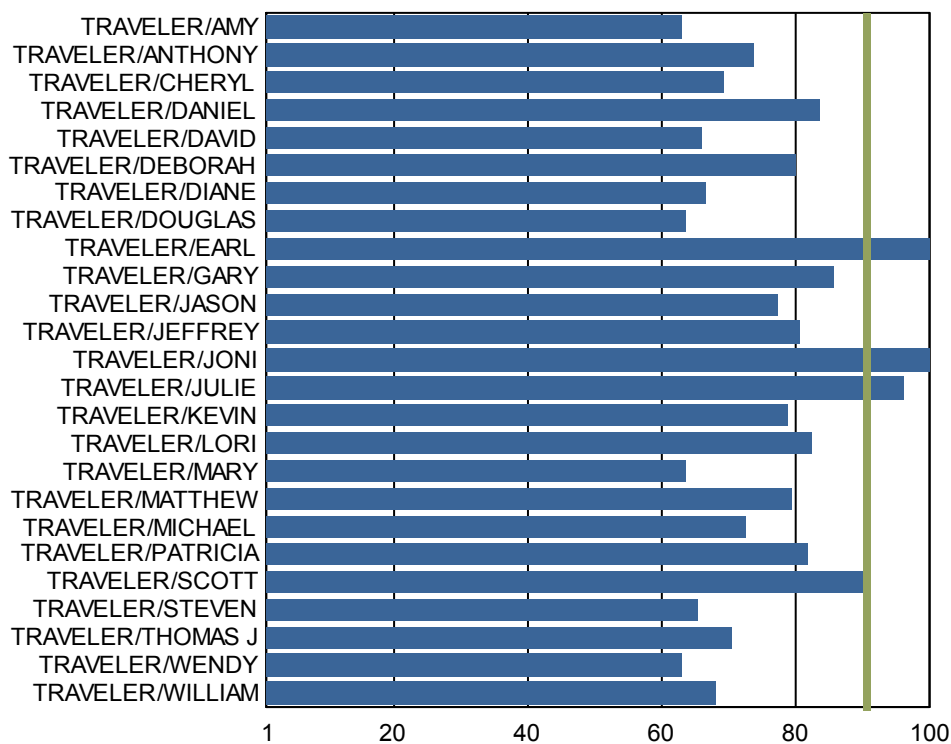


Goal: 10%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	12.00	63.16	1.00
TRAVELER/MICHAEL	73.00	39.00	53.42	1.00
TRAVELER/DEBORAH	15.00	12.00	80.00	1.00
TRAVELER/WILLIAM	44.00	19.00	43.18	1.00
TRAVELER/DOUGLAS	11.00	5.00	45.45	1.00
TRAVELER/KEVIN	19.00	13.00	68.42	1.00
TRAVELER/SCOTT	11.00	6.00	54.55	1.00
TRAVELER/ANTHONY	23.00	11.00	47.83	1.00
TRAVELER/MATTHEW	34.00	22.00	64.71	1.00
TRAVELER/JASON	22.00	15.00	68.18	1.00
TRAVELER/THOMAS J	17.00	8.00	47.06	1.00
TRAVELER/DAVID	47.00	24.00	51.06	1.00
TRAVELER/LORI	34.00	25.00	73.53	1.00
TRAVELER/MARY	11.00	9.00	81.82	1.00
TRAVELER/EARL	11.00	6.00	54.55	1.00
TRAVELER/GARY	35.00	16.00	45.71	1.00
TRAVELER/STEVEN	29.00	14.00	48.28	1.00
TRAVELER/JEFFREY	41.00	25.00	60.98	1.00
TRAVELER/DIANE	21.00	10.00	47.62	1.00
TRAVELER/WENDY	19.00	7.00	36.84	3.11
TRAVELER/PATRICIA	22.00	6.00	27.27	3.42
TRAVELER/DANIEL	92.00	62.00	67.39	1.00
TRAVELER/JONI	13.00	8.00	61.54	1.00
TRAVELER/CHERYL	13.00	2.00	15.38	3.82
TRAVELER/JULIE	25.00	17.00	68.00	1.00



Acceptance of Lowest Fare

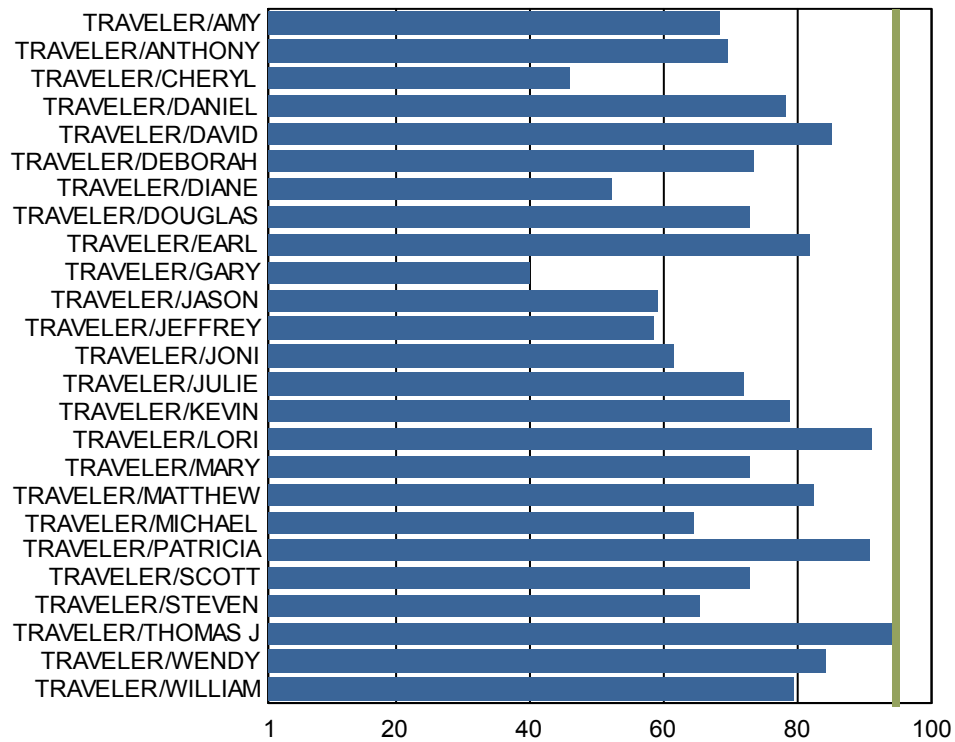


Goal: 90%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	12.00	63.16	3.11
TRAVELER/MICHAEL	73.00	53.00	72.60	3.42
TRAVELER/DEBORAH	15.00	12.00	80.00	3.67
TRAVELER/WILLIAM	44.00	30.00	68.18	3.27
TRAVELER/DOUGLAS	11.00	7.00	63.64	3.12
TRAVELER/KEVIN	19.00	15.00	78.95	3.63
TRAVELER/SCOTT	11.00	10.00	90.91	4.00
TRAVELER/ANTHONY	23.00	17.00	73.91	3.46
TRAVELER/MATTHEW	34.00	27.00	79.41	3.65
TRAVELER/JASON	22.00	17.00	77.27	3.58
TRAVELER/THOMAS J	17.00	12.00	70.59	3.35
TRAVELER/DAVID	47.00	31.00	65.96	3.20
TRAVELER/LORI	34.00	28.00	82.35	3.74
TRAVELER/MARY	11.00	7.00	63.64	3.12
TRAVELER/EARL	11.00	11.00	100.00	4.00
TRAVELER/GARY	35.00	30.00	85.71	3.86
TRAVELER/STEVEN	29.00	19.00	65.52	3.18
TRAVELER/JEFFREY	41.00	33.00	80.49	3.68
TRAVELER/DIANE	21.00	14.00	66.67	3.22
TRAVELER/WENDY	19.00	12.00	63.16	3.11
TRAVELER/PATRICIA	22.00	18.00	81.82	3.73
TRAVELER/DANIEL	92.00	77.00	83.70	3.79
TRAVELER/JONI	13.00	13.00	100.00	4.00
TRAVELER/CHERYL	13.00	9.00	69.23	3.31
TRAVELER/JULIE	25.00	24.00	96.00	4.00



Preferred Air Carrier Compliance

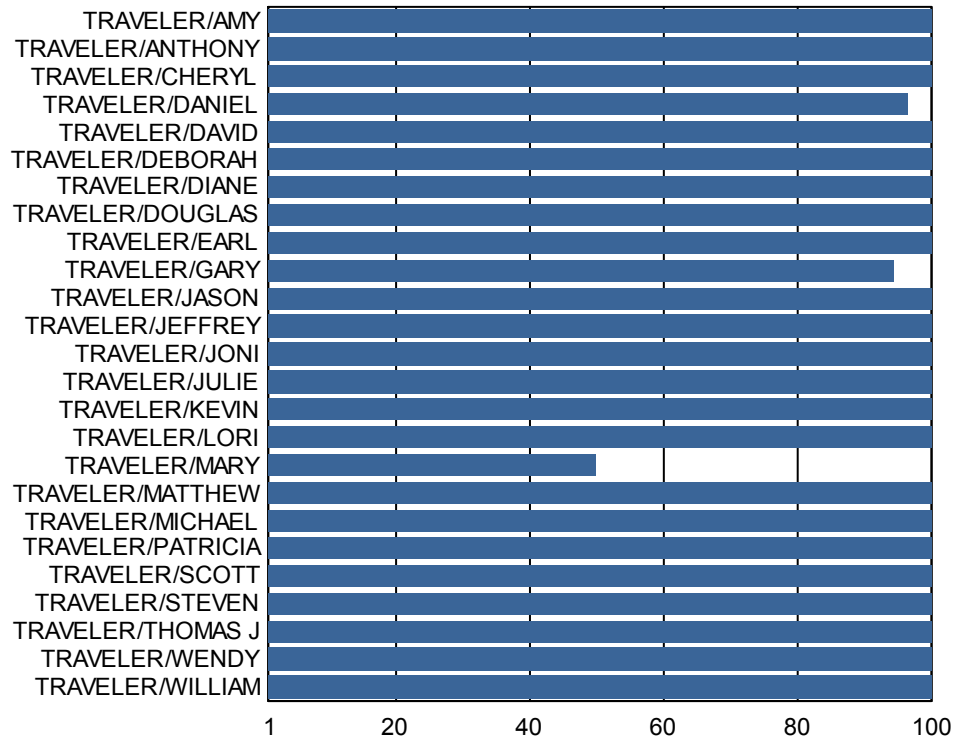


Goal: 94%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	13.00	68.42	3.32
TRAVELER/MICHAEL	73.00	47.00	64.38	3.24
TRAVELER/DEBORAH	15.00	11.00	73.33	2.20
TRAVELER/WILLIAM	44.00	35.00	79.55	3.25
TRAVELER/DOUGLAS	11.00	8.00	72.73	2.20
TRAVELER/KEVIN	19.00	15.00	78.95	2.62
TRAVELER/SCOTT	11.00	8.00	72.73	2.20
TRAVELER/ANTHONY	23.00	16.00	69.57	2.80
TRAVELER/MATTHEW	34.00	28.00	82.35	2.68
TRAVELER/JASON	22.00	13.00	59.09	2.05
TRAVELER/THOMAS J	17.00	16.00	94.12	2.80
TRAVELER/DAVID	47.00	40.00	85.11	2.80
TRAVELER/LORI	34.00	31.00	91.18	2.20
TRAVELER/MARY	11.00	8.00	72.73	2.80
TRAVELER/EARL	11.00	9.00	81.82	2.05
TRAVELER/GARY	35.00	14.00	40.00	2.17
TRAVELER/STEVEN	29.00	19.00	65.52	2.80
TRAVELER/JEFFREY	41.00	24.00	58.54	2.09
TRAVELER/DIANE	21.00	11.00	52.38	2.20
TRAVELER/WENDY	19.00	16.00	84.21	2.17
TRAVELER/PATRICIA	22.00	20.00	90.91	3.20
TRAVELER/DANIEL	92.00	72.00	78.26	2.80
TRAVELER/JONI	13.00	8.00	61.54	1.60
TRAVELER/CHERYL	13.00	6.00	46.15	1.60
TRAVELER/JULIE	25.00	18.00	72.00	2.80



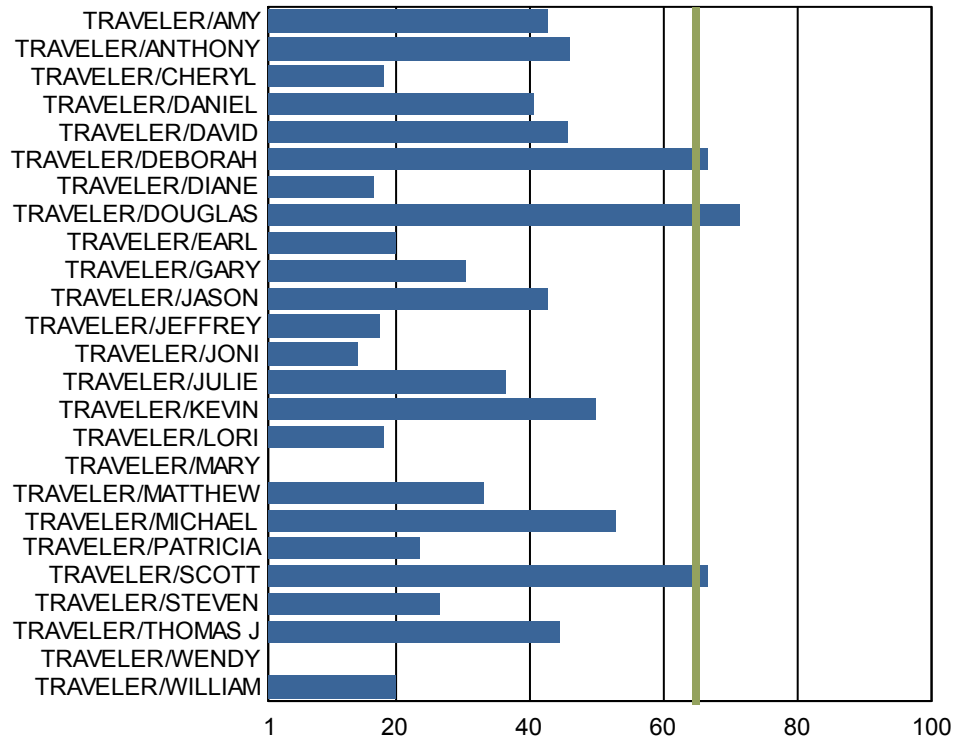
Preferred Car Rental Compliance



Goal: 112%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	2.00	2.00	100.00	2.20
TRAVELER/MICHAEL	33.00	33.00	100.00	2.65
TRAVELER/DEBORAH	6.00	6.00	100.00	2.20
TRAVELER/WILLIAM	21.00	21.00	100.00	2.20
TRAVELER/DOUGLAS	4.00	4.00	100.00	2.20
TRAVELER/KEVIN	1.00	1.00	100.00	2.80
TRAVELER/SCOTT	2.00	2.00	100.00	2.20
TRAVELER/ANTHONY	7.00	7.00	100.00	2.20
TRAVELER/MATTHEW	7.00	7.00	100.00	2.20
TRAVELER/JASON	13.00	13.00	100.00	2.20
TRAVELER/THOMAS J	3.00	3.00	100.00	2.20
TRAVELER/DAVID	20.00	20.00	100.00	2.20
TRAVELER/LORI	10.00	10.00	100.00	2.20
TRAVELER/MARY	2.00	1.00	50.00	2.20
TRAVELER/EARL	5.00	5.00	100.00	2.20
TRAVELER/GARY	18.00	17.00	94.44	2.20
TRAVELER/STEVEN	10.00	10.00	100.00	2.20
TRAVELER/JEFFREY	18.00	18.00	100.00	2.20
TRAVELER/DIANE	12.00	12.00	100.00	2.20
TRAVELER/WENDY	11.00	11.00	100.00	2.20
TRAVELER/PATRICIA	12.00	12.00	100.00	2.20
TRAVELER/DANIEL	29.00	28.00	96.55	2.20
TRAVELER/JONI	2.00	2.00	100.00	2.20
TRAVELER/CHERYL	9.00	9.00	100.00	2.20
TRAVELER/JULIE	7.00	7.00	100.00	2.20

Preferred Hotel Chain Compliance

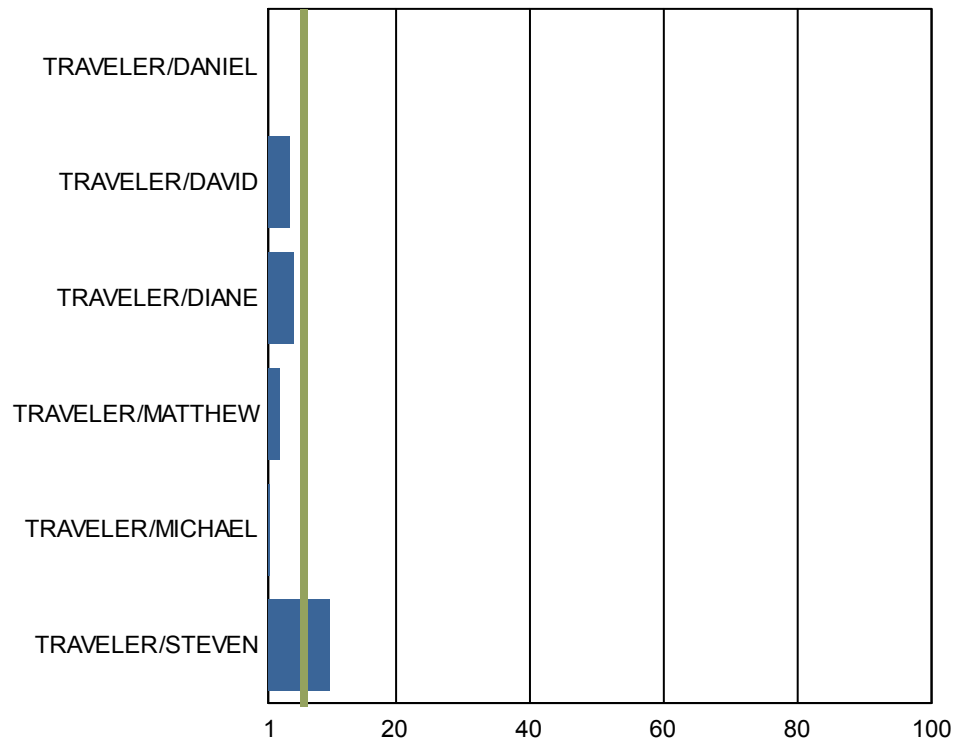


Goal: 64%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	7.00	3.00	42.86	1.60
TRAVELER/MICHAEL	36.00	19.00	52.78	2.16
TRAVELER/DEBORAH	3.00	2.00	66.67	2.20
TRAVELER/WILLIAM	30.00	6.00	20.00	1.60
TRAVELER/DOUGLAS	7.00	5.00	71.43	2.20
TRAVELER/KEVIN	8.00	4.00	50.00	2.60
TRAVELER/SCOTT	6.00	4.00	66.67	2.80
TRAVELER/ANTHONY	13.00	6.00	46.15	2.20
TRAVELER/MATTHEW	12.00	4.00	33.33	1.60
TRAVELER/JASON	7.00	3.00	42.86	2.20
TRAVELER/THOMAS J	9.00	4.00	44.44	1.60
TRAVELER/DAVID	24.00	11.00	45.83	1.60
TRAVELER/LORI	11.00	2.00	18.18	1.60
TRAVELER/MARY	2.00	0.00	0.00	1.00
TRAVELER/EARL	5.00	1.00	20.00	1.00
TRAVELER/GARY	23.00	7.00	30.43	1.60
TRAVELER/STEVEN	15.00	4.00	26.67	1.00
TRAVELER/JEFFREY	17.00	3.00	17.65	1.00
TRAVELER/DIANE	12.00	2.00	16.67	1.60
TRAVELER/WENDY	13.00	0.00	0.00	1.00
TRAVELER/PATRICIA	17.00	4.00	23.53	1.59
TRAVELER/DANIEL	32.00	13.00	40.63	1.60
TRAVELER/JONI	7.00	1.00	14.29	1.57
TRAVELER/CHERYL	11.00	2.00	18.18	1.60
TRAVELER/JULIE	11.00	4.00	36.36	1.60



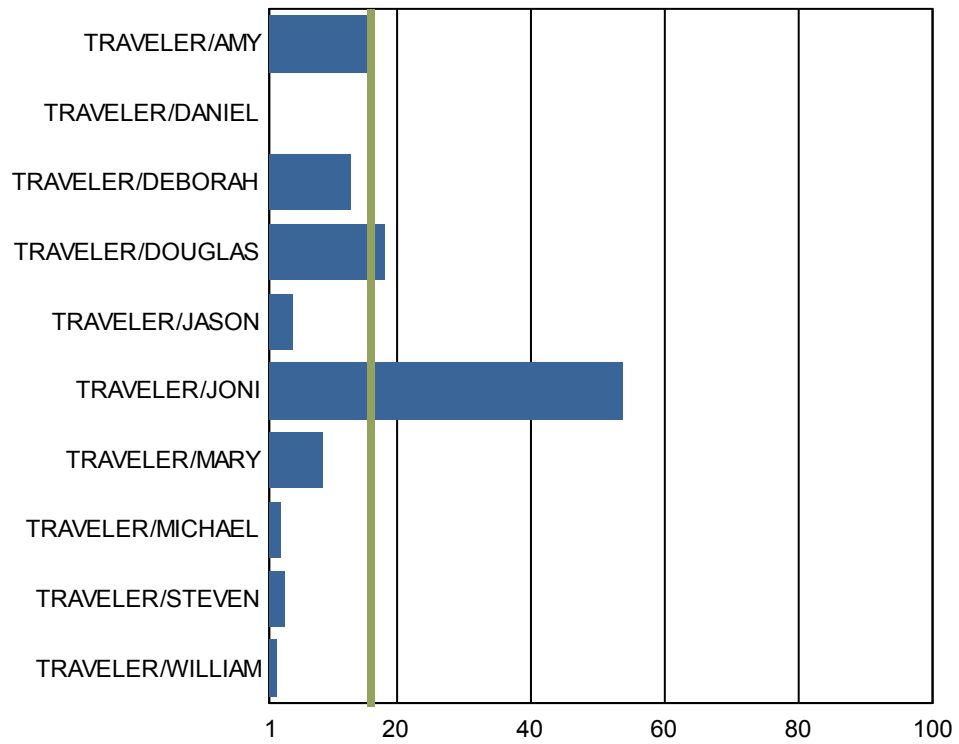
Ticket Refunds



Goal: 5%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/MICHAEL	73.00	1.00	1.37	0.00
TRAVELER/MATTHEW	34.00	1.00	2.94	0.00
TRAVELER/DAVID	47.00	2.00	4.26	0.00
TRAVELER/STEVEN	29.00	3.00	10.34	0.00
TRAVELER/DIANE	21.00	1.00	4.76	0.00
TRAVELER/DANIEL	92.00	1.00	1.09	0.00

**Intl Flight Saturday Departure**

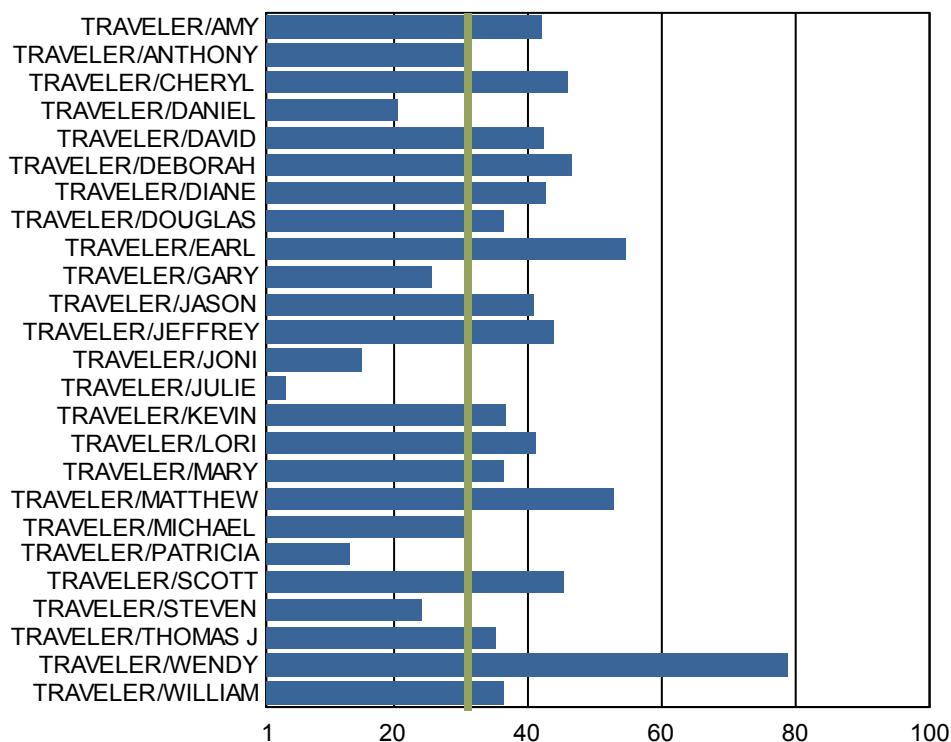


Goal: 15%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	3.00	15.79	4.00
TRAVELER/MICHAEL	71.00	2.00	2.82	1.00
TRAVELER/DEBORAH	15.00	2.00	13.33	3.67
TRAVELER/WILLIAM	44.00	1.00	2.27	1.00
TRAVELER/DOUGLAS	11.00	2.00	18.18	4.00
TRAVELER/JASON	22.00	1.00	4.55	1.00
TRAVELER/MARY	11.00	1.00	9.09	1.00
TRAVELER/STEVEN	29.00	1.00	3.45	1.00
TRAVELER/DANIEL	91.00	1.00	1.10	1.00
TRAVELER/JONI	13.00	7.00	53.85	4.00



Online Booking Adoption Rate



Goal: 30%

Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19.00	8.00	42.11	4.00
TRAVELER/MICHAEL	73.00	23.00	31.51	4.00
TRAVELER/DEBORAH	15.00	7.00	46.67	4.00
TRAVELER/WILLIAM	44.00	16.00	36.36	4.00
TRAVELER/DOUGLAS	11.00	4.00	36.36	4.00
TRAVELER/KEVIN	19.00	7.00	36.84	4.00
TRAVELER/SCOTT	11.00	5.00	45.45	4.00
TRAVELER/ANTHONY	23.00	7.00	30.43	4.00
TRAVELER/MATTHEW	34.00	18.00	52.94	4.00
TRAVELER/JASON	22.00	9.00	40.91	4.00
TRAVELER/THOMAS J	17.00	6.00	35.29	4.00
TRAVELER/DAVID	47.00	20.00	42.55	4.00
TRAVELER/LORI	34.00	14.00	41.18	4.00
TRAVELER/MARY	11.00	4.00	36.36	4.00
TRAVELER/EARL	11.00	6.00	54.55	4.00
TRAVELER/GARY	35.00	9.00	25.71	3.57
TRAVELER/STEVEN	29.00	7.00	24.14	3.41
TRAVELER/JEFFREY	41.00	18.00	43.90	4.00
TRAVELER/DIANE	21.00	9.00	42.86	4.00
TRAVELER/WENDY	19.00	15.00	78.95	4.00
TRAVELER/PATRICIA	22.00	3.00	13.64	1.00
TRAVELER/DANIEL	92.00	19.00	20.65	1.00
TRAVELER/JONI	13.00	2.00	15.38	1.00
TRAVELER/CHERYL	13.00	6.00	46.15	4.00
TRAVELER/JULIE	25.00	1.00	4.00	1.00



Top Traveler Goals

3 Day Advance Ticket Purchase

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	13	13	100.00%	4.00	TRAVELER/AMY	19	11	57.89%	3.89
TRAVELER/ANDREA	16	12	75.00%	4.00	TRAVELER/ANDREW	19	16	84.21%	4.00
TRAVELER/ANITA	12	11	91.67%	4.00	TRAVELER/ANTHONY	23	21	91.30%	4.00
TRAVELER/BOBBY H	10	3	30.00%	1.00	TRAVELER/BRIAN	39	27	69.23%	4.00
TRAVELER/CARRIE	21	8	38.10%	1.00	TRAVELER/CHARLES	16	13	81.25%	4.00
TRAVELER/CHERYL	13	11	84.62%	4.00	TRAVELER/CHRISTIAN	13	11	84.62%	4.00
TRAVELER/CHRISTOPHER	36	20	55.56%	3.78	TRAVELER/CINDY	16	13	81.25%	4.00
TRAVELER/CRAIG	12	9	75.00%	4.00	TRAVELER/CRYSTAL	12	9	75.00%	4.00
TRAVELER/DANIEL	92	63	68.48%	4.00	TRAVELER/DARAH	15	14	93.33%	4.00
TRAVELER/DAVID	47	41	87.23%	4.00	TRAVELER/DEBORAH	15	9	60.00%	4.00
TRAVELER/DENNIS	14	13	92.86%	4.00	TRAVELER/DERON	15	14	93.33%	4.00
TRAVELER/DIANE	21	20	95.24%	4.00	TRAVELER/DONALD W	13	7	53.85%	3.69
TRAVELER/DOUGLAS	11	8	72.73%	4.00	TRAVELER/DUNCAN	16	6	37.50%	1.00
TRAVELER/EARL	11	9	81.82%	4.00	TRAVELER/ELISABETH	14	12	85.71%	4.00
TRAVELER/FRANCIS	10	5	50.00%	3.50	TRAVELER/FRANCOIS	11	9	81.82%	4.00
TRAVELER/FRANK	17	10	58.82%	3.94	TRAVELER/FREDERICK	9	8	88.89%	4.00
TRAVELER/GABRIEL	13	5	38.46%	1.00	TRAVELER/GARLAND	11	9	81.82%	4.00
TRAVELER/GARY	35	27	77.14%	4.00	TRAVELER/GAVIN	12	3	25.00%	1.00
TRAVELER/GINA MARIE	15	14	93.33%	4.00	TRAVELER/GREG	10	4	40.00%	1.00
TRAVELER/HEATHER	14	11	78.57%	4.00	TRAVELER/HOWARD TYLER	14	11	78.57%	4.00
TRAVELER/JAMES	48	36	75.00%	4.00	TRAVELER/JANE	13	11	84.62%	4.00
TRAVELER/JANET	31	26	83.87%	4.00	TRAVELER/JASON	22	18	81.82%	4.00
TRAVELER/JEANNE	10	7	70.00%	4.00	TRAVELER/JEFFREY	41	36	87.80%	4.00
TRAVELER/JILLETTA	10	7	70.00%	4.00	TRAVELER/JOEL	21	17	80.95%	4.00
TRAVELER/JOELLA	12	5	41.67%	1.00	TRAVELER/JOHN	97	80	82.47%	4.00
TRAVELER/JOHN TODD	14	4	28.57%	1.00	TRAVELER/JONI	13	11	84.62%	4.00
TRAVELER/JUDY	9	8	88.89%	4.00	TRAVELER/JULIE	25	20	80.00%	4.00
TRAVELER/JULIET	17	11	64.71%	4.00	TRAVELER/KAREN	17	13	76.47%	4.00
TRAVELER/KATHRYN	14	9	64.29%	4.00	TRAVELER/KELLY	14	14	100.00%	4.00
TRAVELER/KEVIN	19	18	94.74%	4.00	TRAVELER/KONRAD	11	10	90.91%	4.00
TRAVELER/LAUREN	17	10	58.82%	3.94	TRAVELER/LINDA	17	17	100.00%	4.00
TRAVELER/LISA	16	13	81.25%	4.00	TRAVELER/LORI	34	33	97.06%	4.00
TRAVELER/LORRAINE	14	11	78.57%	4.00	TRAVELER/LYNDA	15	11	73.33%	4.00
TRAVELER/MARK	25	21	84.00%	4.00	TRAVELER/MARY	11	6	54.55%	3.73
TRAVELER/MATTHEW	34	26	76.47%	4.00	TRAVELER/MELISSA	16	14	87.50%	4.00
TRAVELER/MICHAEL	73	54	73.97%	4.00	TRAVELER/NICHOLAS	25	15	60.00%	4.00
TRAVELER/NIGEL	11	7	63.64%	4.00	TRAVELER/PATRICIA	22	22	100.00%	4.00
TRAVELER/PATRICK	16	12	75.00%	4.00	TRAVELER/PATRICK W	11	9	81.82%	4.00
TRAVELER/PAUL	23	10	43.48%	3.17	TRAVELER/PETER	21	15	71.43%	4.00
TRAVELER/RAJ	10	9	90.00%	4.00	TRAVELER/RAYMOND	18	16	88.89%	4.00
TRAVELER/RICHARD	60	42	70.00%	4.00	TRAVELER/ROBERT	74	54	72.97%	4.00
TRAVELER/SCOTT	11	9	81.82%	4.00	TRAVELER/SEAN	11	5	45.45%	3.27
TRAVELER/STEPHANIE	11	11	100.00%	4.00	TRAVELER/STEPHEN	38	29	76.32%	4.00
TRAVELER/STEVE	10	9	90.00%	4.00	TRAVELER/STEVEN	29	19	65.52%	4.00
TRAVELER/SUSAN	49	26	53.06%	3.65	TRAVELER/TAMI	14	12	85.71%	4.00
TRAVELER/THERESA	13	11	84.62%	4.00	TRAVELER/THOMAS	19	10	52.63%	3.63
TRAVELER/THOMAS A	11	8	72.73%	4.00	TRAVELER/THOMAS J	17	13	76.47%	4.00
TRAVELER/TIMOTHY	27	23	85.19%	4.00	TRAVELER/TODD	12	9	75.00%	4.00
TRAVELER/VALERIE	16	13	81.25%	4.00	TRAVELER/VICTOR	22	9	40.91%	1.00
TRAVELER/WENDY	19	17	89.47%	4.00	TRAVELER/WILLIAM	44	30	68.18%	4.00



Intermediate Car Class Rentals

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	12	12	100.00%	4.00	TRAVELER/AMY	2	2	100.00%	4.00
TRAVELER/ANDREA	13	13	100.00%	4.00	TRAVELER/ANDREW	2	2	100.00%	4.00
TRAVELER/ANITA	6	6	100.00%	4.00	TRAVELER/ANTHONY	7	7	100.00%	4.00
TRAVELER/BOBBY H	8	7	87.50%	3.63	TRAVELER/BRIAN	16	16	100.00%	4.00
TRAVELER/CARRIE	3	3	100.00%	4.00	TRAVELER/CHARLES	2	2	100.00%	4.00
TRAVELER/CHERYL	9	9	100.00%	4.00	TRAVELER/CHRISTIAN	10	10	100.00%	4.00
TRAVELER/CHRISTOPHER	18	18	100.00%	4.00	TRAVELER/CINDY	12	12	100.00%	4.00
TRAVELER/CRAIG	5	5	100.00%	4.00	TRAVELER/CRYSTAL	10	10	100.00%	4.00
TRAVELER/DANIEL	29	26	89.66%	3.69	TRAVELER/DARAH	5	5	100.00%	4.00
TRAVELER/DAVID	20	20	100.00%	4.00	TRAVELER/DEBORAH	6	5	83.33%	3.50
TRAVELER/DENNIS	5	5	100.00%	4.00	TRAVELER/DIANE	12	12	100.00%	4.00
TRAVELER/DONALD W	1	1	100.00%	4.00	TRAVELER/DOUGLAS	4	4	100.00%	4.00
TRAVELER/DUNCAN	5	5	100.00%	4.00	TRAVELER/EARL	5	5	100.00%	4.00
TRAVELER/ELISABETH	11	11	100.00%	4.00	TRAVELER/FRANCIS	4	4	100.00%	4.00
TRAVELER/FRANCOIS	3	3	100.00%	4.00	TRAVELER/FRANK	4	4	100.00%	4.00
TRAVELER/FREDERICK	4	4	100.00%	4.00	TRAVELER/GARLAND	5	3	60.00%	1.00
TRAVELER/GARY	18	18	100.00%	4.00	TRAVELER/GINA MARIE	5	5	100.00%	4.00
TRAVELER/GREG	7	7	100.00%	4.00	TRAVELER/HEATHER	9	9	100.00%	4.00
TRAVELER/HOWARD TYLER	5	5	100.00%	4.00	TRAVELER/JAMES	22	21	95.45%	3.86
TRAVELER/JANE	4	4	100.00%	4.00	TRAVELER/JANET	21	21	100.00%	4.00
TRAVELER/JASON	13	13	100.00%	4.00	TRAVELER/JEANNE	3	3	100.00%	4.00
TRAVELER/JEFFREY	18	18	100.00%	4.00	TRAVELER/JILLETТА	6	6	100.00%	4.00
TRAVELER/JOEL	16	16	100.00%	4.00	TRAVELER/JOELLA	8	8	100.00%	4.00
TRAVELER/JOHN	41	41	100.00%	4.00	TRAVELER/JONI	2	2	100.00%	4.00
TRAVELER/JUDY	8	8	100.00%	4.00	TRAVELER/JULIE	7	7	100.00%	4.00
TRAVELER/JULIET	9	9	100.00%	4.00	TRAVELER/KAREN	8	8	100.00%	4.00
TRAVELER/KATHRYN	5	5	100.00%	4.00	TRAVELER/KELLY	9	9	100.00%	4.00
TRAVELER/KEVIN	1	1	100.00%	4.00	TRAVELER/LAUREN	6	6	100.00%	4.00
TRAVELER/LINDA	9	9	100.00%	4.00	TRAVELER/LISA	1	1	100.00%	4.00
TRAVELER/LORI	10	8	80.00%	3.40	TRAVELER/LORRAINE	1	1	100.00%	4.00
TRAVELER/MARK	12	12	100.00%	4.00	TRAVELER/MARY	2	2	100.00%	4.00
TRAVELER/MATTHEW	7	7	100.00%	4.00	TRAVELER/MELISSA	10	10	100.00%	4.00
TRAVELER/MICHAEL	33	32	96.97%	3.91	TRAVELER/NICHOLAS	8	8	100.00%	4.00
TRAVELER/NIGEL	5	5	100.00%	4.00	TRAVELER/PATRICIA	12	12	100.00%	4.00
TRAVELER/PATRICK	6	5	83.33%	3.50	TRAVELER/PATRICK W	8	8	100.00%	4.00
TRAVELER/PAUL	8	8	100.00%	4.00	TRAVELER/PETER	3	3	100.00%	4.00
TRAVELER/RAJ	10	10	100.00%	4.00	TRAVELER/RAYMOND	10	10	100.00%	4.00
TRAVELER/RICHARD	25	21	84.00%	3.52	TRAVELER/ROBERT	13	13	100.00%	4.00
TRAVELER/SCOTT	2	2	100.00%	4.00	TRAVELER/SEAN	2	1	50.00%	1.00
TRAVELER/STEPHEN	8	6	75.00%	3.25	TRAVELER/STEVE	1	1	100.00%	4.00
TRAVELER/STEVEN	10	10	100.00%	4.00	TRAVELER/SUSAN	13	13	100.00%	4.00
TRAVELER/TAMI	8	8	100.00%	4.00	TRAVELER/THERESA	2	2	100.00%	4.00
TRAVELER/THOMAS	6	6	100.00%	4.00	TRAVELER/THOMAS A	7	7	100.00%	4.00
TRAVELER/THOMAS J	3	3	100.00%	4.00	TRAVELER/TIMOTHY	15	15	100.00%	4.00
TRAVELER/TODD	3	3	100.00%	4.00	TRAVELER/VALERIE	4	4	100.00%	4.00
TRAVELER/VICTOR	8	8	100.00%	4.00	TRAVELER/WENDY	11	11	100.00%	4.00
TRAVELER/WILLIAM	21	21	100.00%	4.00					



**Ticket Exchanges**

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19	4	21.05%	0.00	TRAVELER/ANDREA	16	2	12.50%	0.00
TRAVELER/ANITA	12	5	41.67%	0.00	TRAVELER/ANTHONY	23	1	4.35%	0.00
TRAVELER/BOBBY H	10	1	10.00%	0.00	TRAVELER/BRIAN	39	4	10.26%	0.00
TRAVELER/CARRIE	21	2	9.52%	0.00	TRAVELER/CHARLES	16	2	12.50%	0.00
TRAVELER/CHRISTIAN	13	3	23.08%	0.00	TRAVELER/CHRISTOPHER	36	3	8.33%	0.00
TRAVELER/CRAIG	12	2	16.67%	0.00	TRAVELER/CRYSTAL	12	1	8.33%	0.00
TRAVELER/DANIEL	92	14	15.22%	0.00	TRAVELER/DARAH	15	4	26.67%	0.00
TRAVELER/DAVID	47	8	17.02%	0.00	TRAVELER/DEBORAH	15	3	20.00%	0.00
TRAVELER/DERON	15	2	13.33%	0.00	TRAVELER/DIANE	21	4	19.05%	0.00
TRAVELER/DONALD W	13	1	7.69%	0.00	TRAVELER/DOUGLAS	11	1	9.09%	0.00
TRAVELER/DUNCAN	16	2	12.50%	0.00	TRAVELER/EARL	11	4	36.36%	0.00
TRAVELER/ELISABETH	14	2	14.29%	0.00	TRAVELER/FRANCIS	10	1	10.00%	0.00
TRAVELER/FRANCOIS	11	3	27.27%	0.00	TRAVELER/GARLAND	11	1	9.09%	0.00
TRAVELER/GARY	35	4	11.43%	0.00	TRAVELER/GAVIN	12	2	16.67%	0.00
TRAVELER/GINA MARIE	15	1	6.67%	0.00	TRAVELER/GREG	10	1	10.00%	0.00
TRAVELER/HEATHER	14	3	21.43%	0.00	TRAVELER/HOWARD TYLER	14	1	7.14%	0.00
TRAVELER/JAMES	48	6	12.50%	0.00	TRAVELER/JANE	13	1	7.69%	0.00
TRAVELER/JANET	31	7	22.58%	0.00	TRAVELER/JASON	22	3	13.64%	0.00
TRAVELER/JEFFREY	41	5	12.20%	0.00	TRAVELER/JILLETTA	10	2	20.00%	0.00
TRAVELER/JOEL	21	3	14.29%	0.00	TRAVELER/JOELLA	12	1	8.33%	0.00
TRAVELER/JOHN	97	12	12.37%	0.00	TRAVELER/JOHN TODD	14	7	50.00%	0.00
TRAVELER/JONI	13	4	30.77%	0.00	TRAVELER/JUDY	9	1	11.11%	0.00
TRAVELER/JULIE	25	3	12.00%	0.00	TRAVELER/JULIET	17	3	17.65%	0.00
TRAVELER/KAREN	17	2	11.76%	0.00	TRAVELER/KATHRYN	14	2	14.29%	0.00
TRAVELER/KELLY	14	1	7.14%	0.00	TRAVELER/KONRAD	11	2	18.18%	0.00
TRAVELER/LAUREN	17	4	23.53%	0.00	TRAVELER/LISA	16	3	18.75%	0.00
TRAVELER/LORI	34	10	29.41%	0.00	TRAVELER/LORRAINE	14	1	7.14%	0.00
TRAVELER/LYNDA	15	3	20.00%	0.00	TRAVELER/MARK	25	2	8.00%	0.00
TRAVELER/MARY	11	1	9.09%	0.00	TRAVELER/MATTHEW	34	6	17.65%	0.00
TRAVELER/MELISSA	16	4	25.00%	0.00	TRAVELER/MICHAEL	73	7	9.59%	0.00
TRAVELER/NICHOLAS	25	3	12.00%	0.00	TRAVELER/PATRICIA	22	3	13.64%	0.00
TRAVELER/PATRICK	16	3	18.75%	0.00	TRAVELER/PAUL	23	4	17.39%	0.00
TRAVELER/PETER	21	5	23.81%	0.00	TRAVELER/RAYMOND	18	2	11.11%	0.00
TRAVELER/RICHARD	60	7	11.67%	0.00	TRAVELER/ROBERT	74	11	14.86%	0.00
TRAVELER/STEPHANIE	11	3	27.27%	0.00	TRAVELER/STEPHEN	38	7	18.42%	0.00
TRAVELER/STEVEN	29	4	13.79%	0.00	TRAVELER/SUSAN	49	8	16.33%	0.00
TRAVELER/TAMI	14	2	14.29%	0.00	TRAVELER/THERESA	13	1	7.69%	0.00
TRAVELER/THOMAS	19	1	5.26%	0.00	TRAVELER/THOMAS A	11	2	18.18%	0.00
TRAVELER/THOMAS J	17	2	11.76%	0.00	TRAVELER/TIMOTHY	27	4	14.81%	0.00
TRAVELER/VALERIE	16	2	12.50%	0.00	TRAVELER/VICTOR	22	4	18.18%	0.00
TRAVELER/WILLIAM	44	4	9.09%	0.00					



Missed Hotel Booking Opportunities

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	13	3	23.08%	3.56	TRAVELER/AMY	19	12	63.16%	1.00
TRAVELER/ANDREA	16	3	18.75%	3.71	TRAVELER/ANDREW	19	13	68.42%	1.00
TRAVELER/ANITA	12	5	41.67%	1.00	TRAVELER/ANTHONY	23	11	47.83%	1.00
TRAVELER/BOBBY H	10	4	40.00%	1.00	TRAVELER/BRIAN	39	17	43.59%	1.00
TRAVELER/CARRIE	21	14	66.67%	1.00	TRAVELER/CHARLES	16	10	62.50%	1.00
TRAVELER/CHERYL	13	2	15.38%	3.82	TRAVELER/CHRISTIAN	13	4	30.77%	3.31
TRAVELER/CHRISTOPHER	36	20	55.56%	1.00	TRAVELER/CINDY	16	3	18.75%	3.71
TRAVELER/CRAIG	12	11	91.67%	1.00	TRAVELER/CRYSTAL	12	2	16.67%	3.78
TRAVELER/DANIEL	92	62	67.39%	1.00	TRAVELER/DARAH	15	5	33.33%	3.22
TRAVELER/DAVID	47	24	51.06%	1.00	TRAVELER/DEBORAH	15	12	80.00%	1.00
TRAVELER/DENNIS	14	4	28.57%	3.38	TRAVELER/DERON	15	12	80.00%	1.00
TRAVELER/DIANE	21	10	47.62%	1.00	TRAVELER/DONALD W	13	10	76.92%	1.00
TRAVELER/DOUGLAS	11	5	45.45%	1.00	TRAVELER/DUNCAN	16	8	50.00%	1.00
TRAVELER/EARL	11	6	54.55%	1.00	TRAVELER/ELISABETH	14	6	42.86%	1.00
TRAVELER/FRANCIS	10	6	60.00%	1.00	TRAVELER/FRANCOIS	11	8	72.73%	1.00
TRAVELER/FRANK	17	13	76.47%	1.00	TRAVELER/FREDERICK	9	4	44.44%	1.00
TRAVELER/GABRIEL	13	8	61.54%	1.00	TRAVELER/GARLAND	11	7	63.64%	1.00
TRAVELER/GARY	35	16	45.71%	1.00	TRAVELER/GAVIN	12	6	50.00%	1.00
TRAVELER/GINA MARIE	15	3	20.00%	3.67	TRAVELER/GREG	10	3	30.00%	3.33
TRAVELER/HEATHER	14	4	28.57%	3.38	TRAVELER/HOWARD TYLER	14	5	35.71%	3.14
TRAVELER/JAMES	48	27	56.25%	1.00	TRAVELER/JANE	13	4	30.77%	3.31
TRAVELER/JANET	31	18	58.06%	1.00	TRAVELER/JASON	22	15	68.18%	1.00
TRAVELER/JEANNE	10	4	40.00%	1.00	TRAVELER/JEFFREY	41	25	60.98%	1.00
TRAVELER/JILLETТА	10	2	20.00%	3.67	TRAVELER/JOEL	21	5	23.81%	3.54
TRAVELER/JOELLA	12	7	58.33%	1.00	TRAVELER/JOHN	97	47	48.45%	1.00
TRAVELER/JOHN TODD	14	10	71.43%	1.00	TRAVELER/JONI	13	8	61.54%	1.00
TRAVELER/JUDY	9	1	11.11%	3.96	TRAVELER/JULIE	25	17	68.00%	1.00
TRAVELER/JULIET	17	8	47.06%	1.00	TRAVELER/KAREN	17	8	47.06%	1.00
TRAVELER/KATHRYN	14	10	71.43%	1.00	TRAVELER/KELLY	14	4	28.57%	3.38
TRAVELER/KEVIN	19	13	68.42%	1.00	TRAVELER/KONRAD	11	10	90.91%	1.00
TRAVELER/LAUREN	17	8	47.06%	1.00	TRAVELER/LINDA	17	2	11.76%	3.94
TRAVELER/LISA	16	14	87.50%	1.00	TRAVELER/LORI	34	25	73.53%	1.00
TRAVELER/LYNDA	15	11	73.33%	1.00	TRAVELER/MARK	25	11	44.00%	1.00
TRAVELER/MARY	11	9	81.82%	1.00	TRAVELER/MATTHEW	34	22	64.71%	1.00
TRAVELER/MELISSA	16	5	31.25%	3.29	TRAVELER/MICHAEL	73	39	53.42%	1.00
TRAVELER/NICHOLAS	25	16	64.00%	1.00	TRAVELER/NIGEL	11	8	72.73%	1.00
TRAVELER/PATRICIA	22	6	27.27%	3.42	TRAVELER/PATRICK	16	7	43.75%	1.00
TRAVELER/PATRICK W	11	3	27.27%	3.42	TRAVELER/PAUL	23	13	56.52%	1.00
TRAVELER/PETER	21	13	61.90%	1.00	TRAVELER/RAJ	10	0	0.00%	4.00
TRAVELER/RAYMOND	18	6	33.33%	3.22	TRAVELER/RICHARD	60	26	43.33%	1.00
TRAVELER/ROBERT	74	40	54.05%	1.00	TRAVELER/SCOTT	11	6	54.55%	1.00
TRAVELER/SEAN	11	5	45.45%	1.00	TRAVELER/STEPHANIE	11	4	36.36%	3.12
TRAVELER/STEPHEN	38	29	76.32%	1.00	TRAVELER/STEVE	10	8	80.00%	1.00
TRAVELER/STEVEN	29	14	48.28%	1.00	TRAVELER/SUSAN	49	30	61.22%	1.00
TRAVELER/TAMI	14	11	78.57%	1.00	TRAVELER/THERESA	13	11	84.62%	1.00
TRAVELER/THOMAS	19	14	73.68%	1.00	TRAVELER/THOMAS A	11	2	18.18%	3.73
TRAVELER/THOMAS J	17	8	47.06%	1.00	TRAVELER/TIMOTHY	27	19	70.37%	1.00
TRAVELER/TODD	12	6	50.00%	1.00	TRAVELER/VALERIE	16	9	56.25%	1.00
TRAVELER/VICTOR	22	21	95.45%	1.00	TRAVELER/WENDY	19	7	36.84%	3.11
TRAVELER/WILLIAM	44	19	43.18%	1.00					



Acceptance of Lowest Fare

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	13	6	46.15%	1.00	TRAVELER/AMY	19	12	63.16%	3.11
TRAVELER/ANDREA	16	5	31.25%	1.00	TRAVELER/ANDREW	19	8	42.11%	1.00
TRAVELER/ANITA	12	5	41.67%	1.00	TRAVELER/ANTHONY	23	17	73.91%	3.46
TRAVELER/BOBBY H	10	9	90.00%	4.00	TRAVELER/BRIAN	39	23	58.97%	1.00
TRAVELER/CARRIE	21	20	95.24%	4.00	TRAVELER/CHARLES	16	9	56.25%	1.00
TRAVELER/CHERYL	13	9	69.23%	3.31	TRAVELER/CHRISTIAN	13	3	23.08%	1.00
TRAVELER/CHRISTOPHER	36	16	44.44%	1.00	TRAVELER/CINDY	16	6	37.50%	1.00
TRAVELER/CRAIG	12	8	66.67%	3.22	TRAVELER/CRYSTAL	12	3	25.00%	1.00
TRAVELER/DANIEL	92	77	83.70%	3.79	TRAVELER/DARAH	15	8	53.33%	1.00
TRAVELER/DAVID	47	31	65.96%	3.20	TRAVELER/DEBORAH	15	12	80.00%	3.67
TRAVELER/DENNIS	14	3	21.43%	1.00	TRAVELER/DERON	15	15	100.00%	4.00
TRAVELER/DIANE	21	14	66.67%	3.22	TRAVELER/DONALD W	13	11	84.62%	3.82
TRAVELER/DOUGLAS	11	7	63.64%	3.12	TRAVELER/DUNCAN	16	11	68.75%	3.29
TRAVELER/EARL	11	11	100.00%	4.00	TRAVELER/ELISABETH	14	8	57.14%	1.00
TRAVELER/FRANCIS	10	5	50.00%	1.00	TRAVELER/FRANCOIS	11	8	72.73%	3.42
TRAVELER/FRANK	17	9	52.94%	1.00	TRAVELER/FREDERICK	9	2	22.22%	1.00
TRAVELER/GABRIEL	13	7	53.85%	1.00	TRAVELER/GARLAND	11	8	72.73%	3.42
TRAVELER/GARY	35	30	85.71%	3.86	TRAVELER/GAVIN	12	12	100.00%	4.00
TRAVELER/GINA MARIE	15	5	33.33%	1.00	TRAVELER/GREG	10	4	40.00%	1.00
TRAVELER/HEATHER	14	5	35.71%	1.00	TRAVELER/HOWARD TYLER	14	12	85.71%	3.86
TRAVELER/JAMES	48	26	54.17%	1.00	TRAVELER/JANE	13	6	46.15%	1.00
TRAVELER/JANET	31	7	22.58%	1.00	TRAVELER/JASON	22	17	77.27%	3.58
TRAVELER/JEANNE	10	3	30.00%	1.00	TRAVELER/JEFFREY	41	33	80.49%	3.68
TRAVELER/JILLETТА	10	5	50.00%	1.00	TRAVELER/JOEL	21	4	19.05%	1.00
TRAVELER/JOELLA	12	6	50.00%	1.00	TRAVELER/JOHN	97	47	48.45%	1.00
TRAVELER/JOHN TODD	14	9	64.29%	3.14	TRAVELER/JONI	13	13	100.00%	4.00
TRAVELER/JUDY	9	4	44.44%	1.00	TRAVELER/JULIE	25	24	96.00%	4.00
TRAVELER/JULIET	17	10	58.82%	1.00	TRAVELER/KAREN	17	8	47.06%	1.00
TRAVELER/KATHRYN	14	7	50.00%	1.00	TRAVELER/KELLY	14	2	14.29%	1.00
TRAVELER/KEVIN	19	15	78.95%	3.63	TRAVELER/KONRAD	11	6	54.55%	1.00
TRAVELER/LAUREN	17	9	52.94%	1.00	TRAVELER/LINDA	17	7	41.18%	1.00
TRAVELER/LISA	16	6	37.50%	1.00	TRAVELER/LORI	34	28	82.35%	3.74
TRAVELER/LORRAINE	14	3	21.43%	1.00	TRAVELER/LYNDA	15	9	60.00%	1.00
TRAVELER/MARK	25	12	48.00%	1.00	TRAVELER/MARY	11	7	63.64%	3.12
TRAVELER/MATTHEW	34	27	79.41%	3.65	TRAVELER/MELISSA	16	6	37.50%	1.00
TRAVELER/MICHAEL	73	53	72.60%	3.42	TRAVELER/NICHOLAS	25	14	56.00%	1.00
TRAVELER/NIGEL	11	4	36.36%	1.00	TRAVELER/PATRICIA	22	18	81.82%	3.73
TRAVELER/PATRICK	16	15	93.75%	4.00	TRAVELER/PAUL	23	14	60.87%	1.00
TRAVELER/PETER	21	12	57.14%	1.00	TRAVELER/RAJ	10	1	10.00%	1.00
TRAVELER/RAYMOND	18	8	44.44%	1.00	TRAVELER/RICHARD	60	37	61.67%	1.00
TRAVELER/ROBERT	74	35	47.30%	1.00	TRAVELER/SCOTT	11	10	90.91%	4.00
TRAVELER/SEAN	11	6	54.55%	1.00	TRAVELER/STEPHANIE	11	10	90.91%	4.00
TRAVELER/STEPHEN	38	26	68.42%	3.28	TRAVELER/STEVE	10	6	60.00%	1.00
TRAVELER/STEVEN	29	19	65.52%	3.18	TRAVELER/SUSAN	49	29	59.18%	1.00
TRAVELER/TAMI	14	7	50.00%	1.00	TRAVELER/THERESA	13	13	100.00%	4.00
TRAVELER/THOMAS	19	11	57.89%	1.00	TRAVELER/THOMAS A	11	4	36.36%	1.00
TRAVELER/THOMAS J	17	12	70.59%	3.35	TRAVELER/TIMOTHY	27	16	59.26%	1.00
TRAVELER/TODD	12	11	91.67%	4.00	TRAVELER/VALERIE	16	9	56.25%	1.00
TRAVELER/VICTOR	22	13	59.09%	1.00	TRAVELER/WENDY	19	12	63.16%	3.11
TRAVELER/WILLIAM	44	30	68.18%	3.27					



Preferred Air Carrier Compliance

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	13	13	100.00%	2.80	TRAVELER/AMY	19	13	68.42%	3.32
TRAVELER/ANDREA	16	16	100.00%	1.60	TRAVELER/ANDREW	19	19	100.00%	2.20
TRAVELER/ANITA	12	9	75.00%	2.65	TRAVELER/ANTHONY	23	16	69.57%	2.80
TRAVELER/BOBBY H	10	9	90.00%	2.20	TRAVELER/BRIAN	39	37	94.87%	2.80
TRAVELER/CARRIE	21	13	61.90%	2.80	TRAVELER/CHARLES	16	9	56.25%	2.20
TRAVELER/CHERYL	13	6	46.15%	1.60	TRAVELER/CHRISTIAN	13	8	61.54%	2.06
TRAVELER/CHRISTOPHER	36	31	86.11%	2.76	TRAVELER/CINDY	16	12	75.00%	2.80
TRAVELER/CRAIG	12	7	58.33%	1.60	TRAVELER/CRYSTAL	12	12	100.00%	2.80
TRAVELER/DANIEL	92	72	78.26%	2.80	TRAVELER/DARAH	15	15	100.00%	1.60
TRAVELER/DAVID	47	40	85.11%	2.80	TRAVELER/DEBORAH	15	11	73.33%	2.20
TRAVELER/DENNIS	14	7	50.00%	1.60	TRAVELER/DERON	15	15	100.00%	2.80
TRAVELER/DIANE	21	11	52.38%	2.20	TRAVELER/DONALD W	13	5	38.46%	1.60
TRAVELER/DOUGLAS	11	8	72.73%	2.20	TRAVELER/DUNCAN	16	7	43.75%	1.60
TRAVELER/EARL	11	9	81.82%	2.05	TRAVELER/ELISABETH	14	13	92.86%	2.14
TRAVELER/FRANCIS	10	6	60.00%	2.65	TRAVELER/FRANCOIS	11	7	63.64%	2.80
TRAVELER/FRANK	17	11	64.71%	2.20	TRAVELER/FREDERICK	9	8	88.89%	2.80
TRAVELER/GABRIEL	13	9	69.23%	2.20	TRAVELER/GARLAND	11	10	90.91%	2.20
TRAVELER/GARY	35	14	40.00%	2.17	TRAVELER/GAVIN	12	8	66.67%	2.65
TRAVELER/GINA MARIE	15	15	100.00%	2.63	TRAVELER/GREG	10	9	90.00%	3.25
TRAVELER/HEATHER	14	14	100.00%	2.74	TRAVELER/HOWARD TYLER	14	11	78.57%	1.60
TRAVELER/JAMES	48	36	75.00%	2.10	TRAVELER/JANE	13	7	53.85%	2.18
TRAVELER/JANET	31	29	93.55%	2.73	TRAVELER/JASON	22	13	59.09%	2.05
TRAVELER/JEANNE	10	10	100.00%	2.20	TRAVELER/JEFFREY	41	24	58.54%	2.09
TRAVELER/JILLETTA	10	8	80.00%	2.20	TRAVELER/JOEL	21	7	33.33%	1.43
TRAVELER/JOELLA	12	9	75.00%	2.65	TRAVELER/JOHN	97	64	65.98%	2.05
TRAVELER/JOHN TODD	14	14	100.00%	2.20	TRAVELER/JONI	13	8	61.54%	1.60
TRAVELER/JUDY	9	2	22.22%	1.00	TRAVELER/JULIE	25	18	72.00%	2.80
TRAVELER/JULIET	17	9	52.94%	1.60	TRAVELER/KAREN	17	14	82.35%	2.20
TRAVELER/KATHRYN	14	13	92.86%	1.60	TRAVELER/KELLY	14	11	78.57%	2.20
TRAVELER/KATHRYN	19	15	78.95%	2.62	TRAVELER/KONRAD	11	8	72.73%	2.05
TRAVELER/LAUREN	17	12	70.59%	2.79	TRAVELER/LINDA	17	11	64.71%	2.67
TRAVELER/LISA	16	16	100.00%	1.60	TRAVELER/LORI	34	31	91.18%	2.20
TRAVELER/LORRAINE	14	13	92.86%	1.60	TRAVELER/LYNDA	15	15	100.00%	2.20
TRAVELER/MARK	25	21	84.00%	2.05	TRAVELER/MARY	11	8	72.73%	2.80
TRAVELER/MATTHEW	34	28	82.35%	2.68	TRAVELER/MELISSA	16	13	81.25%	1.60
TRAVELER/MICHAEL	73	47	64.38%	3.24	TRAVELER/NICHOLAS	25	23	92.00%	2.20
TRAVELER/NIGEL	11	9	81.82%	2.05	TRAVELER/PATRICIA	22	20	90.91%	3.20
TRAVELER/PATRICK	16	7	43.75%	2.67	TRAVELER/PATRICK W	11	11	100.00%	1.60
TRAVELER/PAUL	23	18	78.26%	2.80	TRAVELER/PETER	21	20	95.24%	3.28
TRAVELER/RAJ	10	8	80.00%	1.60	TRAVELER/RAYMOND	18	17	94.44%	1.60
TRAVELER/RICHARD	60	50	83.33%	2.80	TRAVELER/ROBERT	74	67	90.54%	2.67
TRAVELER/SCOTT	11	8	72.73%	2.20	TRAVELER/SEAN	11	6	54.55%	2.05
TRAVELER/STEPHANIE	11	11	100.00%	2.05	TRAVELER/STEPHEN	38	24	63.16%	1.60
TRAVELER/STEVE	10	7	70.00%	2.80	TRAVELER/STEVEN	29	19	65.52%	2.80
TRAVELER/SUSAN	49	8	16.33%	1.00	TRAVELER/TAMI	14	12	85.71%	1.60
TRAVELER/THERESA	13	5	38.46%	1.60	TRAVELER/THOMAS	19	13	68.42%	2.20
TRAVELER/THOMAS A	11	7	63.64%	2.10	TRAVELER/THOMAS J	17	16	94.12%	2.80
TRAVELER/TIMOTHY	27	25	92.59%	2.20	TRAVELER/TODD	12	4	33.33%	1.60
TRAVELER/VALERIE	16	12	75.00%	2.80	TRAVELER/VICTOR	22	20	90.91%	1.60
TRAVELER/WENDY	19	16	84.21%	2.17	TRAVELER/WILLIAM	44	35	79.55%	3.25



Preferred Car Rental Compliance

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	12	12	100.00%	2.20	TRAVELER/AMY	2	2	100.00%	2.20
TRAVELER/ANDREA	13	13	100.00%	2.20	TRAVELER/ANDREW	2	2	100.00%	2.20
TRAVELER/ANITA	6	6	100.00%	2.20	TRAVELER/ANTHONY	7	7	100.00%	2.20
TRAVELER/BOBBY H	8	8	100.00%	2.20	TRAVELER/BRIAN	16	16	100.00%	2.20
TRAVELER/CARRIE	3	3	100.00%	2.20	TRAVELER/CHARLES	2	2	100.00%	2.20
TRAVELER/CHERYL	9	9	100.00%	2.20	TRAVELER/CHRISTIAN	10	10	100.00%	2.20
TRAVELER/CHRISTOPHER	18	16	88.89%	2.20	TRAVELER/CINDY	12	11	91.67%	2.20
TRAVELER/CRAIG	5	5	100.00%	2.20	TRAVELER/CRYSTAL	10	10	100.00%	2.20
TRAVELER/DANIEL	29	28	96.55%	2.20	TRAVELER/DARAH	5	5	100.00%	2.20
TRAVELER/DAVID	20	20	100.00%	2.20	TRAVELER/DEBORAH	6	6	100.00%	2.20
TRAVELER/DENNIS	5	5	100.00%	2.20	TRAVELER/DERON	0	0	0.00%	2.20
TRAVELER/DIANE	12	12	100.00%	2.20	TRAVELER/DONALD W	1	1	100.00%	2.20
TRAVELER/DOUGLAS	4	4	100.00%	2.20	TRAVELER/DUNCAN	5	5	100.00%	2.20
TRAVELER/EARL	5	5	100.00%	2.20	TRAVELER/ELISABETH	11	11	100.00%	2.20
TRAVELER/FRANCIS	4	4	100.00%	2.20	TRAVELER/FRANCOIS	3	3	100.00%	2.20
TRAVELER/FRANK	4	4	100.00%	2.20	TRAVELER/FREDERICK	4	4	100.00%	2.20
TRAVELER/GABRIEL	0	0	0.00%	2.20	TRAVELER/GARLAND	5	5	100.00%	2.20
TRAVELER/GARY	18	17	94.44%	2.20	TRAVELER/GAVIN	0	0	0.00%	2.20
TRAVELER/GINA MARIE	5	5	100.00%	2.20	TRAVELER/GREG	7	7	100.00%	2.20
TRAVELER/HEATHER	9	9	100.00%	2.20	TRAVELER/HOWARD TYLER	5	5	100.00%	2.20
TRAVELER/JAMES	22	22	100.00%	2.20	TRAVELER/JANE	4	4	100.00%	2.20
TRAVELER/JANET	21	21	100.00%	2.20	TRAVELER/JASON	13	13	100.00%	2.20
TRAVELER/JEANNE	3	3	100.00%	2.20	TRAVELER/JEFFREY	18	18	100.00%	2.20
TRAVELER/JILLETTA	6	6	100.00%	2.20	TRAVELER/JOEL	16	16	100.00%	2.20
TRAVELER/JOELLA	8	8	100.00%	2.20	TRAVELER/JOHN	41	41	100.00%	2.20
TRAVELER/JOHN TODD	0	0	0.00%	2.20	TRAVELER/JONI	2	2	100.00%	2.20
TRAVELER/JUDY	8	8	100.00%	2.80	TRAVELER/JULIE	7	7	100.00%	2.20
TRAVELER/JULIET	9	9	100.00%	2.80	TRAVELER/KAREN	8	8	100.00%	2.20
TRAVELER/KATHRYN	5	5	100.00%	2.20	TRAVELER/KELLY	9	9	100.00%	2.20
TRAVELER/KEVIN	1	1	100.00%	2.80	TRAVELER/KONRAD	0	0	0.00%	2.20
TRAVELER/LAUREN	6	6	100.00%	2.20	TRAVELER/LINDA	9	9	100.00%	2.20
TRAVELER/LISA	1	1	100.00%	2.20	TRAVELER/LORI	10	10	100.00%	2.20
TRAVELER/LORRAINE	1	1	100.00%	2.20	TRAVELER/LYNDA	0	0	0.00%	2.20
TRAVELER/MARK	12	11	91.67%	2.20	TRAVELER/MARY	2	1	50.00%	2.20
TRAVELER/MATTHEW	7	7	100.00%	2.20	TRAVELER/MELISSA	10	10	100.00%	2.20
TRAVELER/MICHAEL	33	33	100.00%	2.65	TRAVELER/NICHOLAS	8	8	100.00%	2.20
TRAVELER/NIGEL	5	5	100.00%	2.20	TRAVELER/PATRICIA	12	12	100.00%	2.20
TRAVELER/PATRICK	6	6	100.00%	2.80	TRAVELER/PATRICK W	8	8	100.00%	2.20
TRAVELER/PAUL	8	8	100.00%	2.20	TRAVELER/PETER	3	3	100.00%	2.20
TRAVELER/RAJ	10	10	100.00%	2.20	TRAVELER/RAYMOND	10	10	100.00%	2.20
TRAVELER/RICHARD	25	25	100.00%	2.20	TRAVELER/ROBERT	13	13	100.00%	2.20
TRAVELER/SCOTT	2	2	100.00%	2.20	TRAVELER/SEAN	2	2	100.00%	2.20
TRAVELER/STEPHANIE	0	0	0.00%	2.20	TRAVELER/STEPHEN	8	8	100.00%	2.20
TRAVELER/STEVE	1	1	100.00%	2.20	TRAVELER/STEVEN	10	10	100.00%	2.20
TRAVELER/SUSAN	13	12	92.31%	2.20	TRAVELER/TAMI	8	8	100.00%	2.20
TRAVELER/THERESA	2	2	100.00%	2.80	TRAVELER/THOMAS	6	6	100.00%	2.20
TRAVELER/THOMAS A	7	7	100.00%	2.80	TRAVELER/THOMAS J	3	3	100.00%	2.20
TRAVELER/TIMOTHY	15	15	100.00%	2.20	TRAVELER/TODD	3	3	100.00%	2.20
TRAVELER/VALERIE	4	4	100.00%	2.20	TRAVELER/VICTOR	8	8	100.00%	2.80
TRAVELER/WENDY	11	11	100.00%	2.20	TRAVELER/WILLIAM	21	21	100.00%	2.20



Preferred Hotel Chain Compliance

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	10	0	0.00%	1.00	TRAVELER/AMY	7	3	42.86%	1.60
TRAVELER/ANDREA	13	5	38.46%	1.60	TRAVELER/ANDREW	6	1	16.67%	1.00
TRAVELER/ANITA	7	1	14.29%	1.60	TRAVELER/ANTHONY	13	6	46.15%	2.20
TRAVELER/BOBBY H	7	4	57.14%	2.17	TRAVELER/BRIAN	23	9	39.13%	2.03
TRAVELER/CARRIE	9	4	44.44%	2.04	TRAVELER/CHARLES	6	1	16.67%	1.00
TRAVELER/CHERYL	11	2	18.18%	1.60	TRAVELER/CHRISTIAN	9	1	11.11%	1.60
TRAVELER/CHRISTOPHER	16	8	50.00%	1.60	TRAVELER/CINDY	15	1	6.67%	1.00
TRAVELER/CRAIG	1	0	0.00%	1.00	TRAVELER/CRYSTAL	15	2	13.33%	1.53
TRAVELER/DANIEL	32	13	40.63%	1.60	TRAVELER/DARAH	11	2	18.18%	1.00
TRAVELER/DAVID	24	11	45.83%	1.60	TRAVELER/DEBORAH	3	2	66.67%	2.20
TRAVELER/DENNIS	10	2	20.00%	1.00	TRAVELER/DERON	3	0	0.00%	1.00
TRAVELER/DIANE	12	2	16.67%	1.60	TRAVELER/DONALD W	4	1	25.00%	1.50
TRAVELER/DOUGLAS	7	5	71.43%	2.20	TRAVELER/DUNCAN	10	2	20.00%	1.60
TRAVELER/EARL	5	1	20.00%	1.00	TRAVELER/ELISABETH	9	2	22.22%	1.60
TRAVELER/FRANCIS	4	3	75.00%	2.20	TRAVELER/FRANCOIS	4	0	0.00%	1.00
TRAVELER/FRANK	4	1	25.00%	1.50	TRAVELER/FREDERICK	5	2	40.00%	1.60
TRAVELER/GABRIEL	6	4	66.67%	2.20	TRAVELER/GARLAND	4	1	25.00%	1.60
TRAVELER/GARY	23	7	30.43%	1.60	TRAVELER/GAVIN	6	4	66.67%	1.60
TRAVELER/GINA MARIE	12	7	58.33%	2.20	TRAVELER/GREG	9	7	77.78%	2.20
TRAVELER/HEATHER	11	0	0.00%	1.00	TRAVELER/HOWARD TYLER	10	6	60.00%	1.60
TRAVELER/JAMES	23	4	17.39%	1.43	TRAVELER/JANE	9	3	33.33%	2.04
TRAVELER/JANET	14	1	7.14%	1.60	TRAVELER/JASON	7	3	42.86%	2.20
TRAVELER/JEANNE	6	0	0.00%	1.00	TRAVELER/JEFFREY	17	3	17.65%	1.00
TRAVELER/JILLETТА	9	0	0.00%	1.00	TRAVELER/JOEL	16	1	6.25%	1.60
TRAVELER/JOELLA	5	0	0.00%	1.00	TRAVELER/JOHN	53	27	50.94%	2.20
TRAVELER/JOHN TODD	4	3	75.00%	1.60	TRAVELER/JONI	7	1	14.29%	1.57
TRAVELER/JUDY	8	0	0.00%	1.00	TRAVELER/JULIE	11	4	36.36%	1.60
TRAVELER/JULIET	9	0	0.00%	1.00	TRAVELER/KAREN	15	2	13.33%	1.00
TRAVELER/KATHRYN	4	0	0.00%	1.00	TRAVELER/KELLY	10	1	10.00%	1.00
TRAVELER/KEVIN	8	4	50.00%	2.60	TRAVELER/KONRAD	1	0	0.00%	1.00
TRAVELER/LAUREN	9	1	11.11%	1.00	TRAVELER/LINDA	15	4	26.67%	1.00
TRAVELER/LISA	2	2	100.00%	1.60	TRAVELER/LORI	11	2	18.18%	1.60
TRAVELER/LORRAINE	0	0	0.00%	1.00	TRAVELER/LYNDA	4	4	100.00%	2.20
TRAVELER/MARK	15	2	13.33%	1.60	TRAVELER/MARY	2	0	0.00%	1.00
TRAVELER/MATTHEW	12	4	33.33%	1.60	TRAVELER/MELISSA	13	4	30.77%	2.06
TRAVELER/MICHAEL	36	19	52.78%	2.16	TRAVELER/NICHOLAS	9	3	33.33%	2.04
TRAVELER/NIGEL	3	3	100.00%	1.60	TRAVELER/PATRICIA	17	4	23.53%	1.59
TRAVELER/PATRICK	12	1	8.33%	1.00	TRAVELER/PATRICK W	8	1	12.50%	1.50
TRAVELER/PAUL	10	0	0.00%	1.00	TRAVELER/PETER	9	4	44.44%	1.60
TRAVELER/RAJ	10	6	60.00%	1.60	TRAVELER/RAYMOND	13	6	46.15%	1.60
TRAVELER/RICHARD	45	6	13.33%	1.00	TRAVELER/ROBERT	39	21	53.85%	2.71
TRAVELER/SCOTT	6	4	66.67%	2.80	TRAVELER/SEAN	6	1	16.67%	1.00
TRAVELER/STEPHANIE	7	0	0.00%	1.00	TRAVELER/STEPHEN	12	2	16.67%	1.00
TRAVELER/STEVE	2	1	50.00%	1.60	TRAVELER/STEVEN	15	4	26.67%	1.00
TRAVELER/SUSAN	22	6	27.27%	1.60	TRAVELER/TAMI	3	3	100.00%	1.60
TRAVELER/THERESA	3	3	100.00%	1.60	TRAVELER/THOMAS	5	4	80.00%	1.60
TRAVELER/THOMAS A	10	1	10.00%	1.00	TRAVELER/THOMAS J	9	4	44.44%	1.60
TRAVELER/TIMOTHY	8	4	50.00%	2.10	TRAVELER/TODD	7	0	0.00%	1.00
TRAVELER/VALERIE	7	2	28.57%	1.60	TRAVELER/VICTOR	1	0	0.00%	1.00
TRAVELER/WENDY	13	0	0.00%	1.00	TRAVELER/WILLIAM	30	6	20.00%	1.60



**Ticket Refunds**

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/CARRIE	21	1	4.76%	0.00	TRAVELER/DANIEL	92	1	1.09%	0.00
TRAVELER/DAVID	47	2	4.26%	0.00	TRAVELER/DENNIS	14	1	7.14%	0.00
TRAVELER/DIANE	21	1	4.76%	0.00	TRAVELER/DONALD W	13	1	7.69%	0.00
TRAVELER/FRANK	17	1	5.88%	0.00	TRAVELER/GARLAND	11	1	9.09%	0.00
TRAVELER/GAVIN	12	1	8.33%	0.00	TRAVELER/JAMES	48	1	2.08%	0.00
TRAVELER/LYNDA	15	2	13.33%	0.00	TRAVELER/MATTHEW	34	1	2.94%	0.00
TRAVELER/MICHAEL	73	1	1.37%	0.00	TRAVELER/PAUL	23	6	26.09%	0.00
TRAVELER/RICHARD	60	2	3.33%	0.00	TRAVELER/ROBERT	74	9	12.16%	0.00
TRAVELER/SEAN	11	1	9.09%	0.00	TRAVELER/STEPHEN	38	2	5.26%	0.00
TRAVELER/STEVEN	29	3	10.34%	0.00	TRAVELER/SUSAN	49	1	2.04%	0.00
TRAVELER/THERESA	13	1	7.69%	0.00	TRAVELER/TIMOTHY	27	2	7.41%	0.00
TRAVELER/VICTOR	22	2	9.09%	0.00					

**Intl Flight Saturday Departure**

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/AMY	19	3	15.79%	4.00	TRAVELER/ANDREW	19	1	5.26%	1.00
TRAVELER/CHRISTOPHER	36	1	2.78%	1.00	TRAVELER/DANIEL	91	1	1.10%	1.00
TRAVELER/DEBORAH	15	2	13.33%	3.67	TRAVELER/DOUGLAS	11	2	18.18%	4.00
TRAVELER/DUNCAN	16	1	6.25%	1.00	TRAVELER/GAVIN	12	1	8.33%	1.00
TRAVELER/JAMES	48	1	2.08%	1.00	TRAVELER/JASON	22	1	4.55%	1.00
TRAVELER/JEANNE	8	1	12.50%	3.50	TRAVELER/JOHN	95	1	1.05%	1.00
TRAVELER/JONI	13	7	53.85%	4.00	TRAVELER/KAREN	17	1	5.88%	1.00
TRAVELER/MARY	11	1	9.09%	1.00	TRAVELER/MELISSA	16	1	6.25%	1.00
TRAVELER/MICHAEL	71	2	2.82%	1.00	TRAVELER/ROBERT	67	1	1.49%	1.00
TRAVELER/STEVE	10	1	10.00%	1.00	TRAVELER/STEVEN	29	1	3.45%	1.00
TRAVELER/SUSAN	47	2	4.26%	1.00	TRAVELER/THERESA	13	1	7.69%	1.00
TRAVELER/THOMAS A	11	1	9.09%	1.00	TRAVELER/TIMOTHY	27	1	3.70%	1.00
TRAVELER/WILLIAM	44	1	2.27%	1.00					

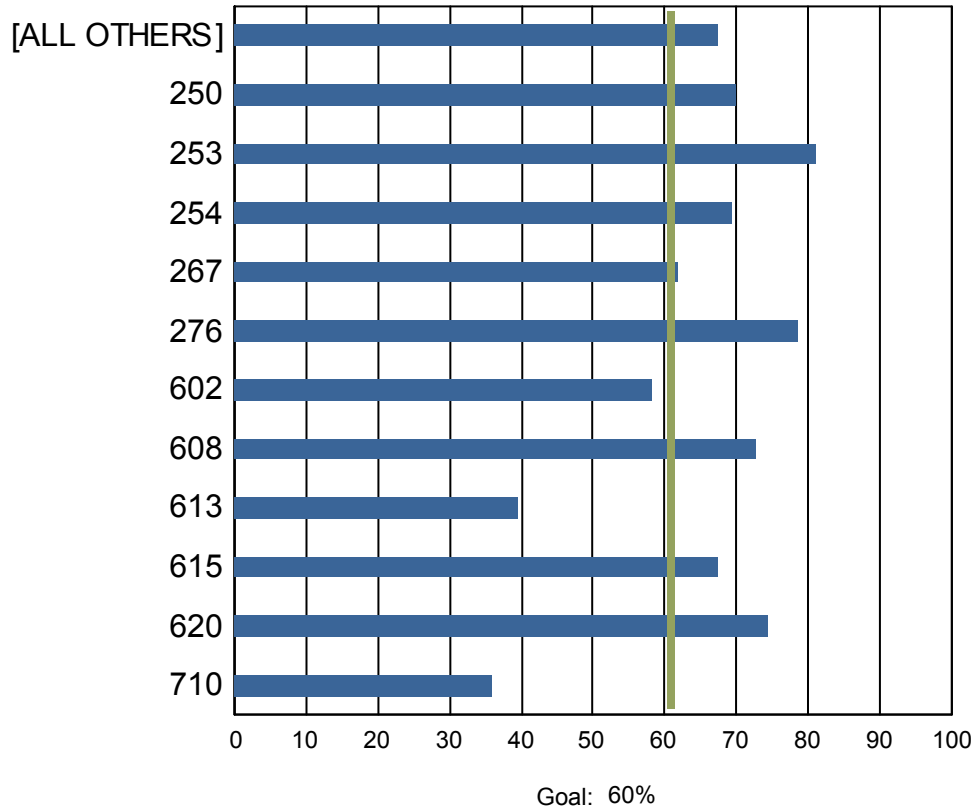


Online Booking Adoption Rate

Traveler	Total Count	Category Count	Actual %	Grade	Traveler	Total Count	Category Count	Actual %	Grade
TRAVELER/ADAM H	13	7	53.85%	4.00	TRAVELER/AMY	19	8	42.11%	4.00
TRAVELER/ANDREA	16	12	75.00%	4.00	TRAVELER/ANDREW	19	15	78.95%	4.00
TRAVELER/ANITA	12	7	58.33%	4.00	TRAVELER/ANTHONY	23	7	30.43%	4.00
TRAVELER/BRIAN	39	13	33.33%	4.00	TRAVELER/CHARLES	16	10	62.50%	4.00
TRAVELER/CHERYL	13	6	46.15%	4.00	TRAVELER/CHRISTIAN	13	10	76.92%	4.00
TRAVELER/CHRISTOPHER	36	27	75.00%	4.00	TRAVELER/CINDY	16	15	93.75%	4.00
TRAVELER/CRAIG	12	4	33.33%	4.00	TRAVELER/CRYSTAL	12	10	83.33%	4.00
TRAVELER/DANIEL	92	19	20.65%	1.00	TRAVELER/DARAH	15	9	60.00%	4.00
TRAVELER/DAVID	47	20	42.55%	4.00	TRAVELER/DEBORAH	15	7	46.67%	4.00
TRAVELER/DENNIS	14	12	85.71%	4.00	TRAVELER/DIANE	21	9	42.86%	4.00
TRAVELER/DOUGLAS	11	4	36.36%	4.00	TRAVELER/DUNCAN	16	9	56.25%	4.00
TRAVELER/EARL	11	6	54.55%	4.00	TRAVELER/ELISABETH	14	9	64.29%	4.00
TRAVELER/FRANCIS	10	7	70.00%	4.00	TRAVELER/FRANCOIS	11	1	9.09%	1.00
TRAVELER/FRANK	17	8	47.06%	4.00	TRAVELER/FREDERICK	9	9	100.00%	4.00
TRAVELER/GABRIEL	13	11	84.62%	4.00	TRAVELER/GARLAND	11	2	18.18%	1.00
TRAVELER/GARY	35	9	25.71%	3.57	TRAVELER/GINA MARIE	15	13	86.67%	4.00
TRAVELER/GREG	10	6	60.00%	4.00	TRAVELER/HEATHER	14	11	78.57%	4.00
TRAVELER/JAMES	48	25	52.08%	4.00	TRAVELER/JANE	13	7	53.85%	4.00
TRAVELER/JANET	31	23	74.19%	4.00	TRAVELER/JASON	22	9	40.91%	4.00
TRAVELER/JEANNE	10	7	70.00%	4.00	TRAVELER/JEFFREY	41	18	43.90%	4.00
TRAVELER/JILLETТА	10	7	70.00%	4.00	TRAVELER/JOEL	21	18	85.71%	4.00
TRAVELER/JOELLA	12	6	50.00%	4.00	TRAVELER/JOHN	97	61	62.89%	4.00
TRAVELER/JOHN TODD	14	1	7.14%	1.00	TRAVELER/JONI	13	2	15.38%	1.00
TRAVELER/JUDY	9	7	77.78%	4.00	TRAVELER/JULIE	25	1	4.00%	1.00
TRAVELER/JULIET	17	9	52.94%	4.00	TRAVELER/KAREN	17	11	64.71%	4.00
TRAVELER/KATHRYN	14	7	50.00%	4.00	TRAVELER/KELLY	14	13	92.86%	4.00
TRAVELER/KEVIN	19	7	36.84%	4.00	TRAVELER/KONRAD	11	8	72.73%	4.00
TRAVELER/LAUREN	17	11	64.71%	4.00	TRAVELER/LINDA	17	12	70.59%	4.00
TRAVELER/LISA	16	8	50.00%	4.00	TRAVELER/LORI	34	14	41.18%	4.00
TRAVELER/LORRAINE	14	12	85.71%	4.00	TRAVELER/MARK	25	17	68.00%	4.00
TRAVELER/MARY	11	4	36.36%	4.00	TRAVELER/MATTHEW	34	18	52.94%	4.00
TRAVELER/MELISSA	16	10	62.50%	4.00	TRAVELER/MICHAEL	73	23	31.51%	4.00
TRAVELER/NICHOLAS	25	12	48.00%	4.00	TRAVELER/NIGEL	11	8	72.73%	4.00
TRAVELER/PATRICIA	22	3	13.64%	1.00	TRAVELER/PATRICK W	11	11	100.00%	4.00
TRAVELER/PAUL	23	3	13.04%	1.00	TRAVELER/PETER	21	3	14.29%	1.00
TRAVELER/RAJ	10	10	100.00%	4.00	TRAVELER/RAYMOND	18	16	88.89%	4.00
TRAVELER/RICHARD	60	25	41.67%	4.00	TRAVELER/ROBERT	74	38	51.35%	4.00
TRAVELER/SCOTT	11	5	45.45%	4.00	TRAVELER/SEAN	11	1	9.09%	1.00
TRAVELER/STEPHEN	38	13	34.21%	4.00	TRAVELER/STEVE	10	4	40.00%	4.00
TRAVELER/STEVEN	29	7	24.14%	3.41	TRAVELER/SUSAN	49	23	46.94%	4.00
TRAVELER/TAMI	14	9	64.29%	4.00	TRAVELER/THOMAS	19	11	57.89%	4.00
TRAVELER/THOMAS A	11	7	63.64%	4.00	TRAVELER/THOMAS J	17	6	35.29%	4.00
TRAVELER/TIMOTHY	27	15	55.56%	4.00	TRAVELER/TODD	12	2	16.67%	1.00
TRAVELER/VALERIE	16	14	87.50%	4.00	TRAVELER/VICTOR	22	12	54.55%	4.00
TRAVELER/WENDY	19	15	78.95%	4.00	TRAVELER/WILLIAM	44	16	36.36%	4.00

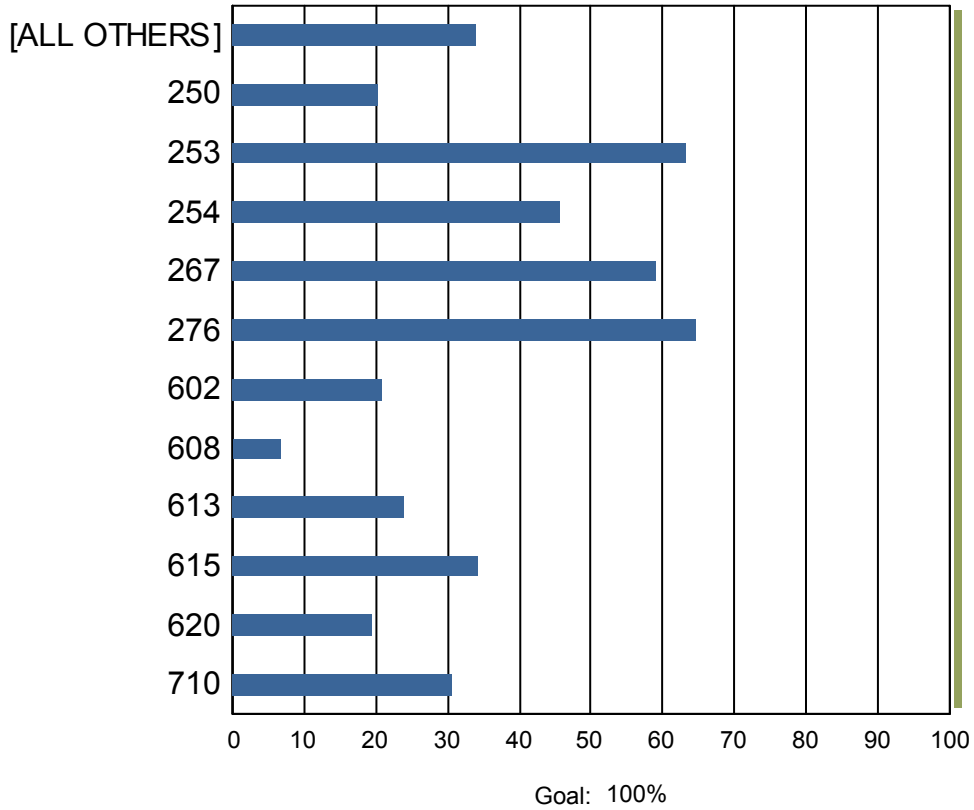
Goals - Division Breakdown

3 Day Advance Ticket Purchase



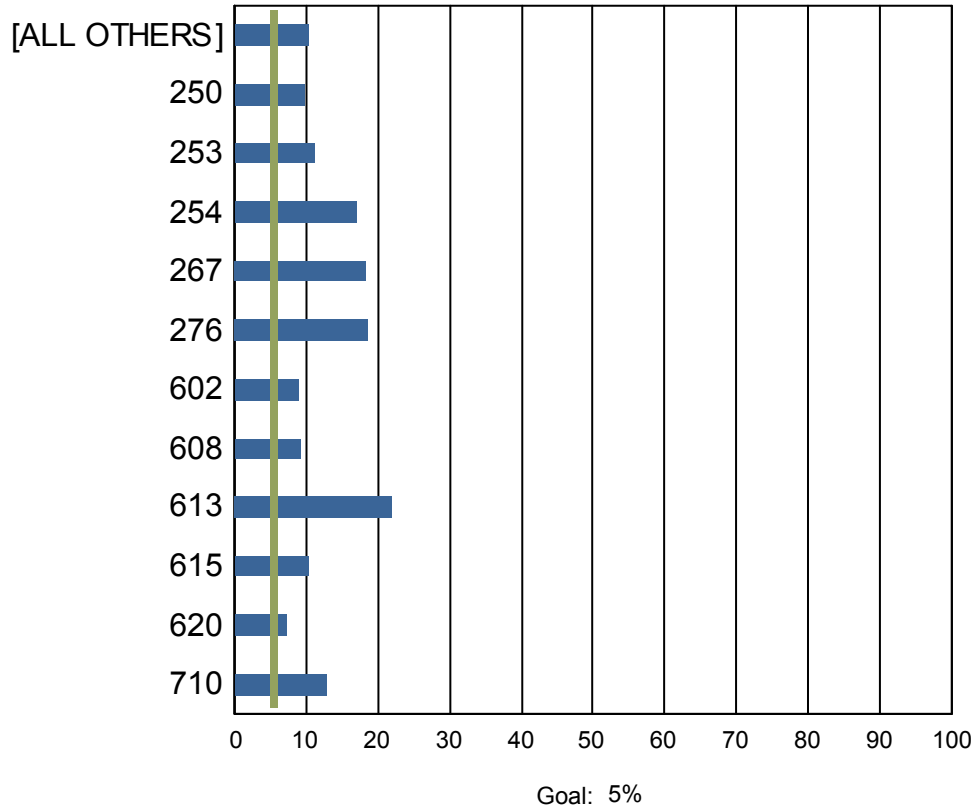
Division	Total Count	Category Count	Actual %
250	153	107	69.93%
253	226	183	80.97%
254	310	215	69.35%
267	71	44	61.97%
276	102	80	78.43%
602	148	86	58.11%
608	44	32	72.73%
613	96	38	39.58%
615	416	281	67.55%
620	179	133	74.30%
710	39	14	35.90%
[ALL OTHERS]	1,266	852	67.30%

Intermediate Car Class Rentals



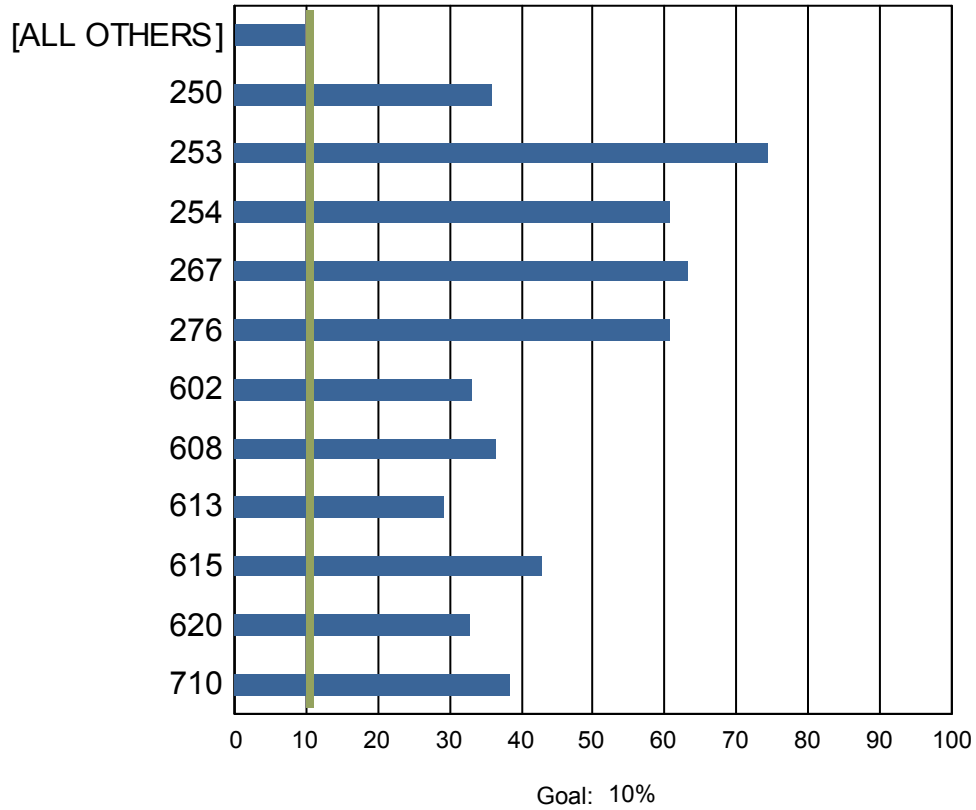
Division	Total Count	Category Count	Actual %
250	153	31	20.26%
253	226	143	63.27%
254	310	142	45.81%
267	71	42	59.15%
276	102	66	64.71%
602	148	31	20.95%
608	44	3	6.82%
613	96	23	23.96%
615	416	143	34.38%
620	179	35	19.55%
710	39	12	30.77%
[ALL OTHERS]	1,266	429	33.89%

**Ticket Exchanges**



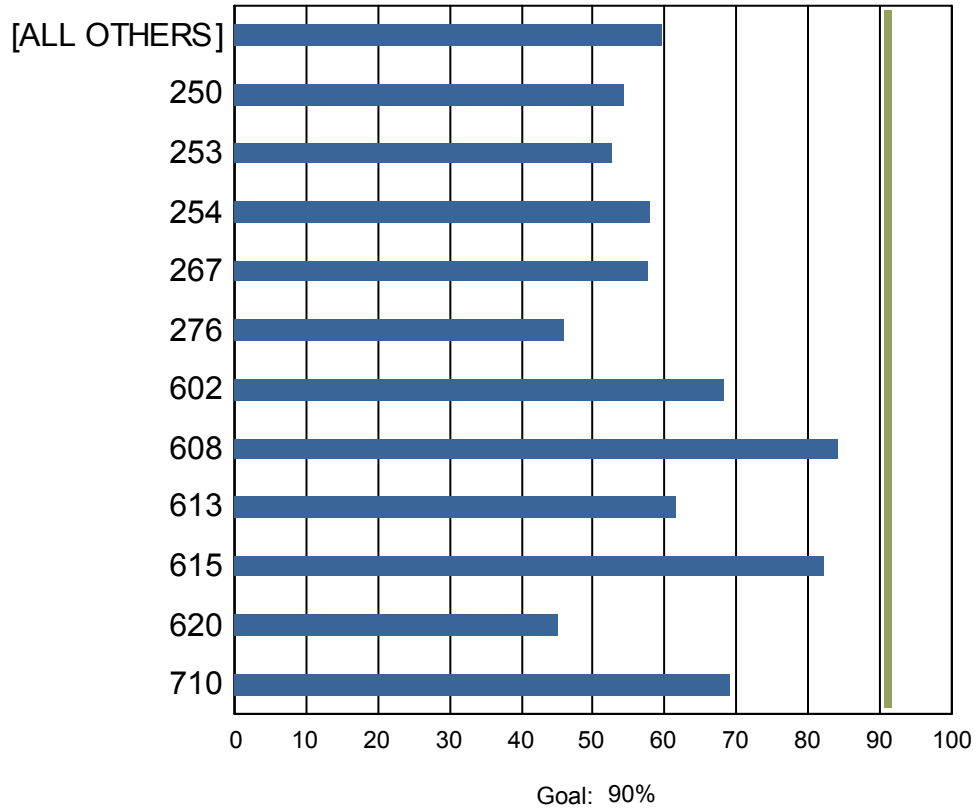
Division	Total Count	Category Count	Actual %
250	153	15	9.80%
253	226	25	11.06%
254	310	53	17.10%
267	71	13	18.31%
276	102	19	18.63%
602	148	13	8.78%
608	44	4	9.09%
613	96	21	21.88%
615	416	43	10.34%
620	179	13	7.26%
710	39	5	12.82%
[ALL OTHERS]	1,266	130	10.27%

Missed Hotel Booking Opportunities



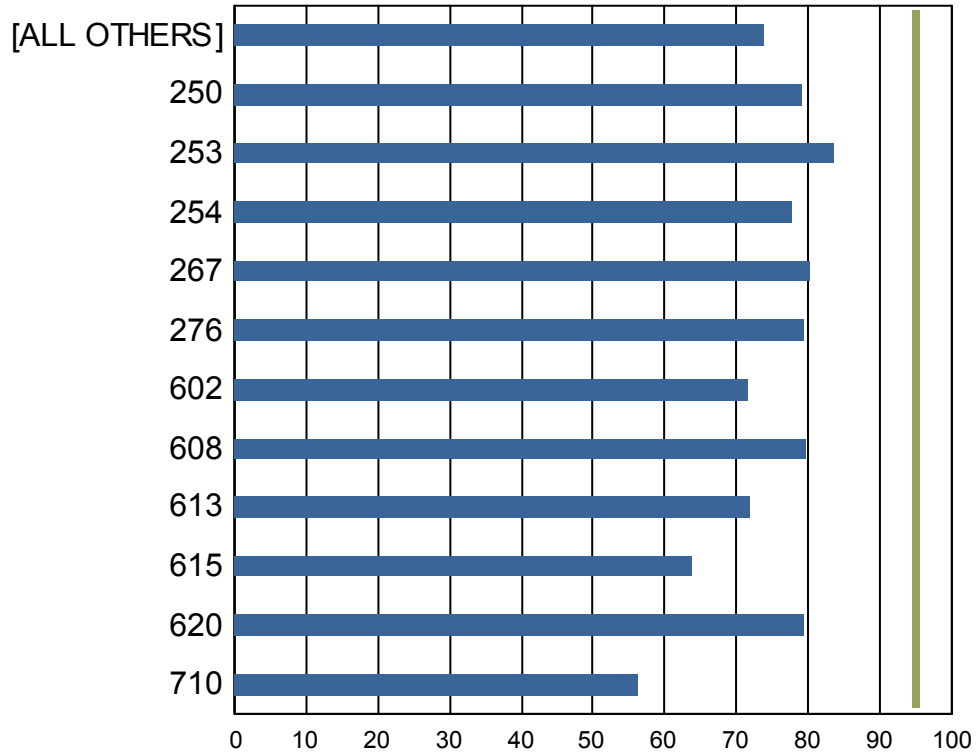
Division	Total Count	Category Count	Actual %
250	153	55	35.95%
253	226	168	74.34%
254	310	188	60.65%
267	71	45	63.38%
276	102	62	60.78%
602	148	49	33.11%
608	44	16	36.36%
613	96	28	29.17%
615	416	178	42.79%
620	179	59	32.96%
710	39	15	38.46%
[ALL OTHERS]	1,266	123	9.72%

Acceptance of Lowest Fare



Division	Total Count	Category Count	Actual %
250	153	83	54.25%
253	226	119	52.65%
254	310	180	58.06%
267	71	41	57.75%
276	102	47	46.08%
602	148	101	68.24%
608	44	37	84.09%
613	96	59	61.46%
615	416	342	82.21%
620	179	81	45.25%
710	39	27	69.23%
[ALL OTHERS]	1,266	755	59.64%

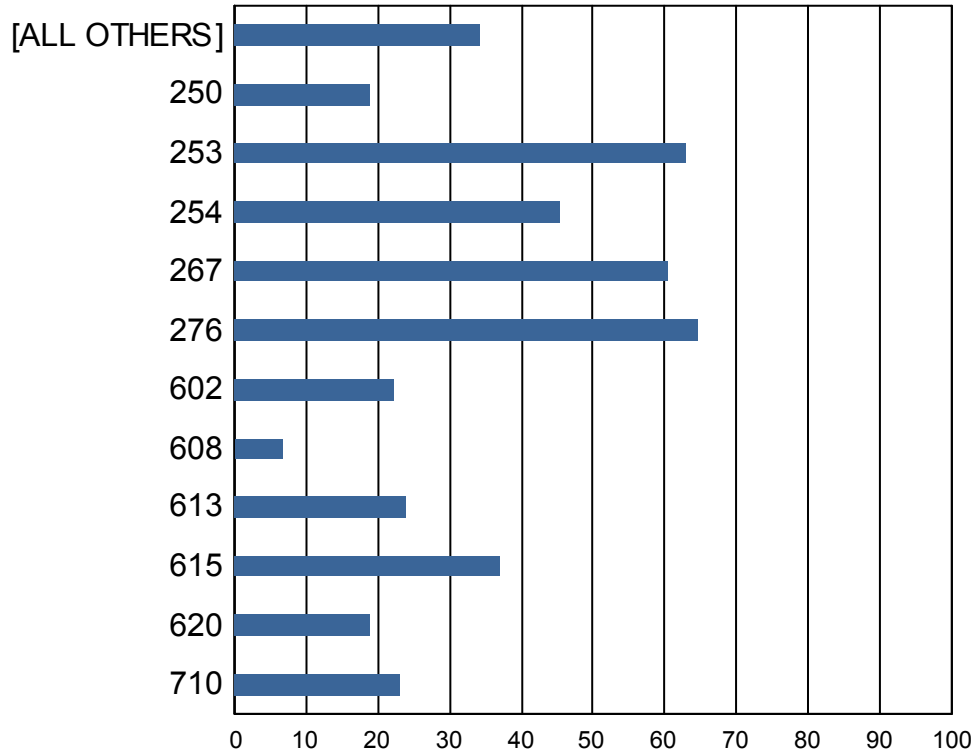
Preferred Air Carrier Compliance



Goal: 94%

Division	Total Count	Category Count	Actual %
250	153	121	79.08%
253	226	189	83.63%
254	310	241	77.74%
267	71	57	80.28%
276	102	81	79.41%
602	148	106	71.62%
608	44	35	79.55%
613	96	69	71.88%
615	416	265	63.70%
620	179	142	79.33%
710	39	22	56.41%
[ALL OTHERS]	1,266	933	73.70%

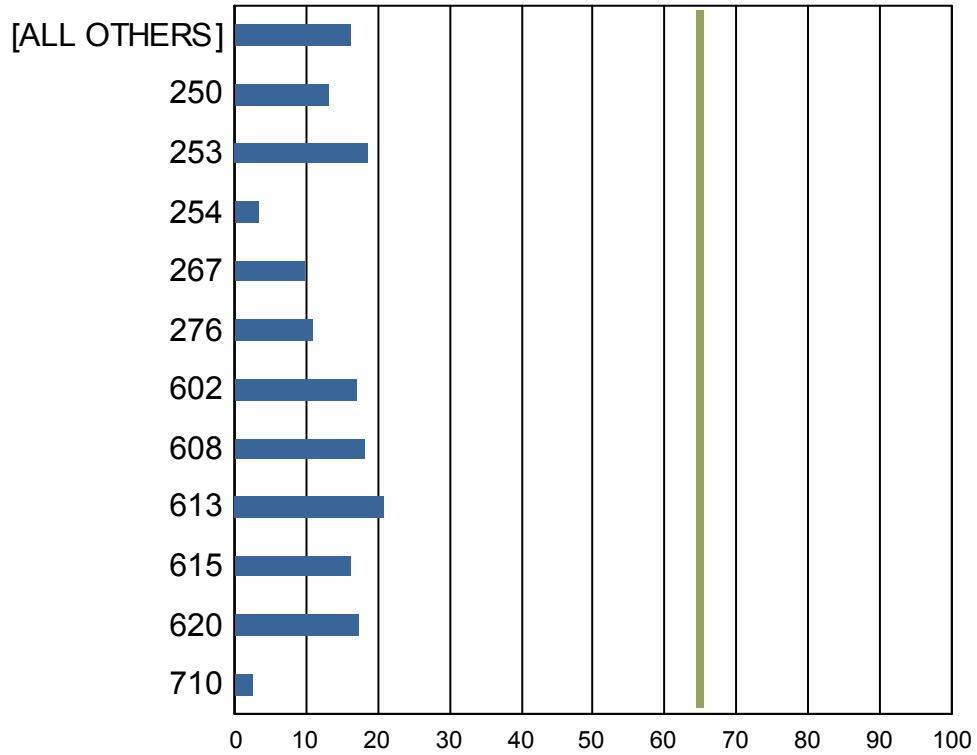
Preferred Car Rental Compliance



Goal: 112%

Division	Total Count	Category Count	Actual %
250	153	29	18.95%
253	226	142	62.83%
254	310	141	45.48%
267	71	43	60.56%
276	102	66	64.71%
602	148	33	22.30%
608	44	3	6.82%
613	96	23	23.96%
615	416	154	37.02%
620	179	34	18.99%
710	39	9	23.08%
[ALL OTHERS]	1,266	433	34.20%

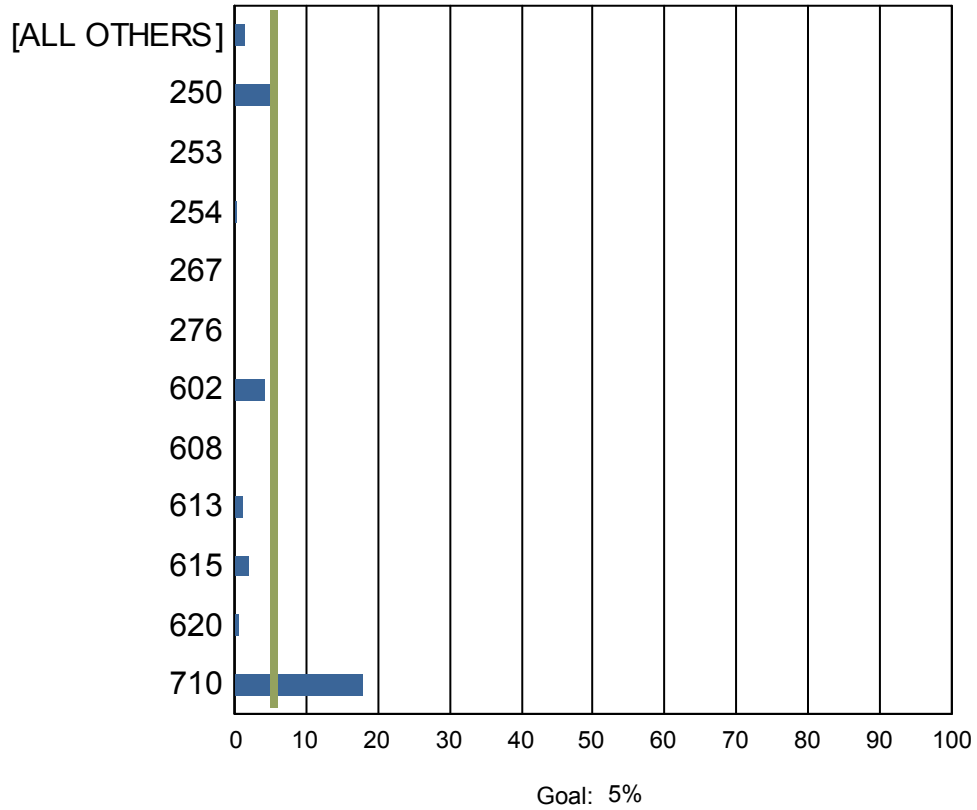
Preferred Hotel Chain Compliance



Goal: 64%

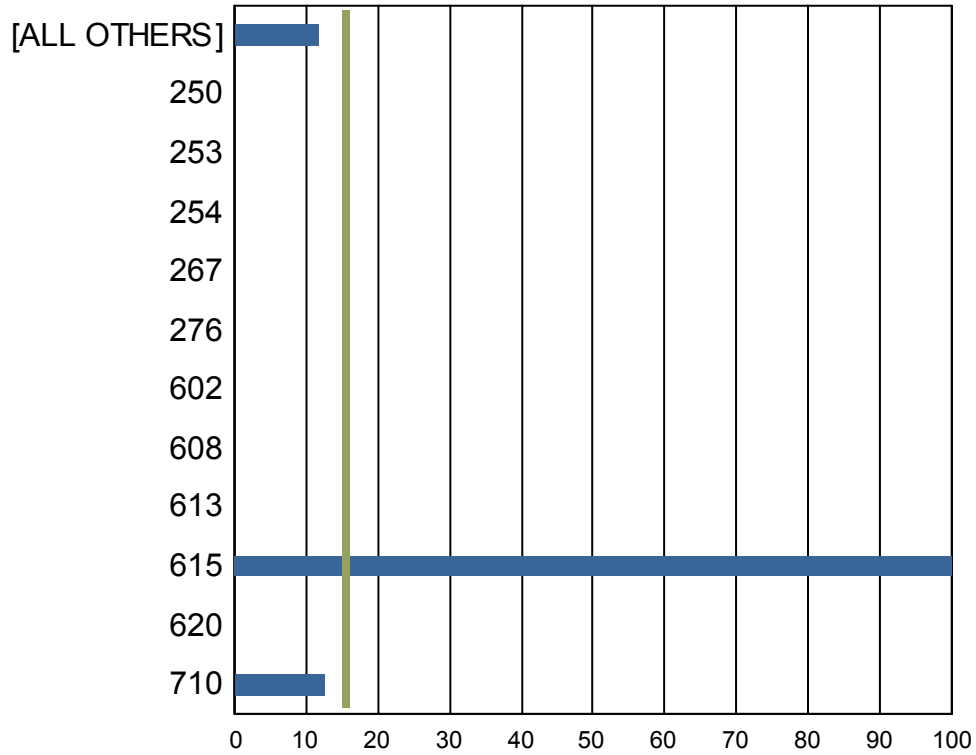
Division	Total Count	Category Count	Actual %
250	153	20	13.07%
253	226	42	18.58%
254	310	10	3.23%
267	71	7	9.86%
276	102	11	10.78%
602	148	25	16.89%
608	44	8	18.18%
613	96	20	20.83%
615	416	67	16.11%
620	179	31	17.32%
710	39	1	2.56%
[ALL OTHERS]	1,266	203	16.03%

**Ticket Refunds**



Division	Total Count	Category Count	Actual %
250	153	8	5.23%
253	226	0	0.00%
254	310	1	0.32%
267	71	0	0.00%
276	102	0	0.00%
602	148	6	4.05%
608	44	0	0.00%
613	96	1	1.04%
615	416	8	1.92%
620	179	1	0.56%
710	39	7	17.95%
[ALL OTHERS]	1,266	17	1.34%

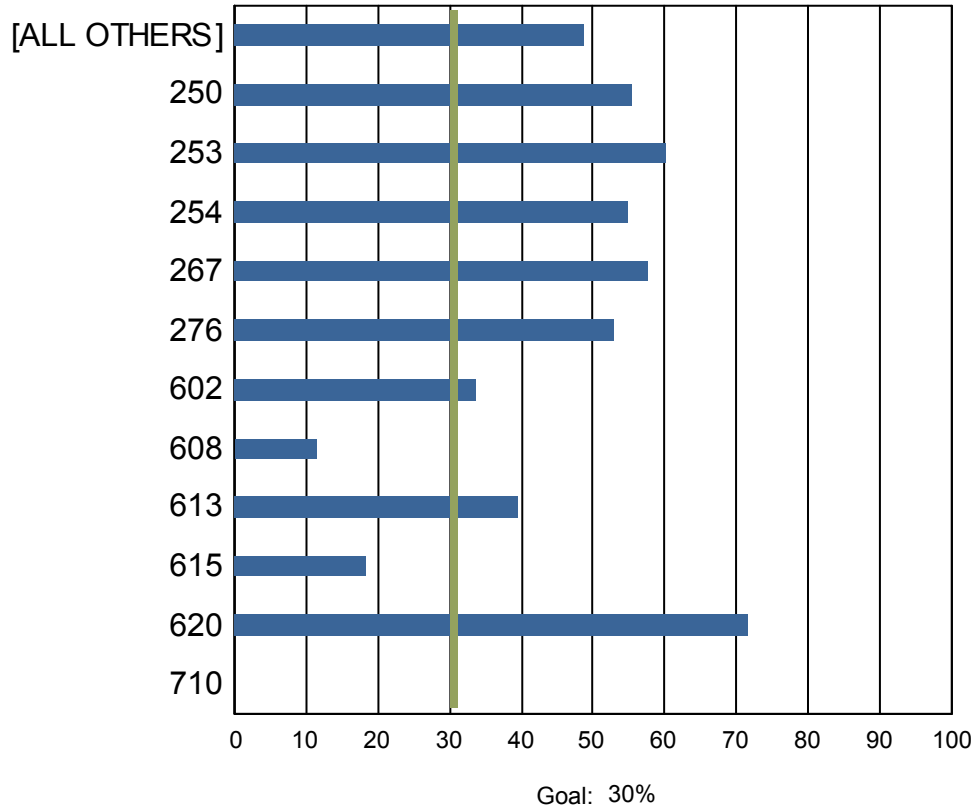
Intl Flight Saturday Departure



Goal: 15%

Division	Total Count	Category Count	Actual %
250	10	0	0.00%
253	10	0	0.00%
254	10	0	0.00%
267	10	0	0.00%
276	10	0	0.00%
602	3	0	0.00%
608	4	0	0.00%
613	2	0	0.00%
615	2	2	100.00%
620	2	0	0.00%
710	8	1	12.50%
[ALL OTHERS]	51	6	11.76%

Online Booking Adoption Rate



Division	Total Count	Category Count	Actual %
250	153	85	55.56%
253	226	136	60.18%
254	310	170	54.84%
267	71	41	57.75%
276	102	54	52.94%
602	148	50	33.78%
608	44	5	11.36%
613	96	38	39.58%
615	416	76	18.27%
620	179	128	71.51%
710	39	0	0.00%
[ALL OTHERS]	1,266	616	48.66%