

QA 28705



# SAVANNAH AIRPORT COMMISSION

## Savannah International Airport

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T. RAY C-30*

DEPT. OF TRANSPORTATION  
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**CHAIRMAN**

Norton Melaver

Office of the Secretary  
Department of Transportation  
Room PL-401, Docket 49812  
400 7<sup>th</sup> St. S.W.  
Washington, D.C. 20590

*OST-96-1145-132*

*OST-97-2881-10*

**VICE-CHAIRMAN**

Sylvester Formey

Re: Comments, Computer Reservation System (CRS) Regulations

Throughout the history of computer reservation systems, misuse and abuse of the systems by the host carrier were commonplace. Unfair biases prevented the travel agents from giving their customer all the choices available at the time. While AMR's Sabre System shoulders most of the guilt, no one carrier was innocent.

**COMMISSIONERS**

Stephen W. Booker  
Stephen S. Green  
Jay R. Turner

Today's market place differs, in that, fortress hubs have taken the place of point to point flying. Most markets are dominated by one hub carrier and their respective computer reservation system is the most widely used system by the area travel agents. To strengthen their market share, carriers have tried to influence the travel agents by offering special bonus commissions (overrides) as a reward for booking a proportion of their business on their airline. As overrides have increased and travel agency commissions have been decreased, the top travel agents now depend on the additional income to survive. The conflict that now occurs is that since the dominant area carrier has access to your travel records and bookings (via the CRS) that air carrier can and does penalize the agency for booking travel on rival carriers. The carrier may deny this practice, but it is happening and will continue to happen until some type of safeguards can be implemented.

**LEGAL COUNSEL**

James B. Blackburn

We suggest that the Department of Transportation require the existing CRS' to display the information in an order that would benefit the traveling public first and the host carrier second: Suggestion: 1. Price 2. Non-stop/Direct 3. Time of day 4. Carrier preference

**EXECUTIVE DIRECTOR**

Patrick S. Graham, A.A.E.

We encourage the Department of Transportation to work with the Department of Justice to eliminate the unfair advantages the host computer reservation systems create.

**ASST EXECUTIVE DIRECTOR**

Daniel J. Coe, Jr., A.A.E.

Thank you for your time and consideration.

Sincerely,

Robert J. Uhrich  
Director of Air Service Development

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