



# Travel Report

Volume 19, Number 2

July 2010

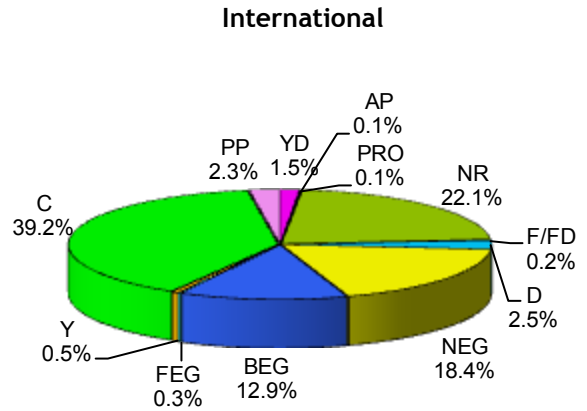
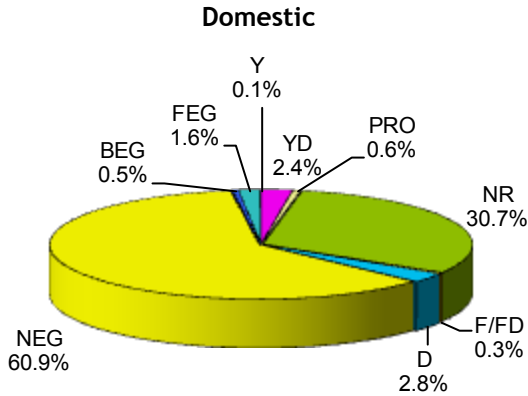


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# Average Airfares

Ticket Profile—Percent of Segments  
2nd Quarter, 2010



\*See fare basis definitions on page 8.

## Domestic Airfares

The average cost per domestic PNR increased from \$489 in the 1st quarter of 2010 to \$544 in the 2nd quarter of 2010.

## International Airfares

The average cost per international PNR for the 2nd quarter of 2010 was \$2,373, up from \$1,884 in the 1st quarter of 2010.

Percent of Change  
Comparison

Average Cost Per Domestic PNR			% Change	
2005	to	2006	↑	0.6%
\$467		\$470		
2006	to	2007	↓	0.0%
\$470		\$470		
2007	to	2008	↑	11.1%
\$470		\$522		
2008	to	2009	↓	8.1%
\$522		\$480		
1Q10	to	2Q10	↑	11.2%
\$489		\$544		
2Q09	to	2Q10	↑	12.2%
\$485		\$544		

Percent of Change  
Comparison

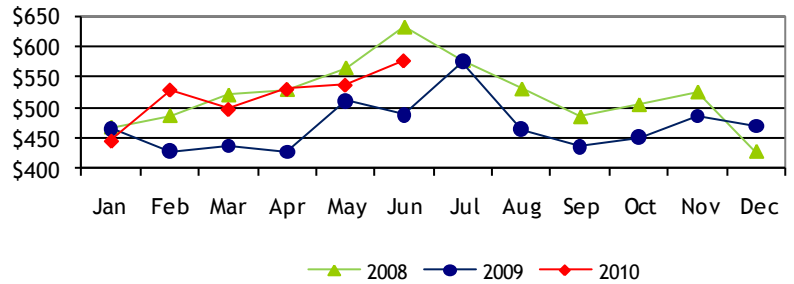
Average Cost Per International PNR			% Change	
2005	to	2006	↓	13.9%
1,934		1,666		
2006	to	2007	↑	26.8%
\$1,666		\$2,112		
2007	to	2008	↑	2.9%
\$2,112		\$2,174		
2008	to	2009	↓	14.2%
\$2,174		\$1,865		
1Q10	to	2Q10	↑	26.0%
\$1,884		\$2,373		
2Q09	to	2Q10	↑	37.6%
\$1,725		\$2,373		

# Average Airfares

**Average Domestic PNR Price**

	2008	2009	2010
Jan	\$468	\$466	\$446
Feb	\$487	\$429	\$530
Mar	\$521	\$437	\$498
Apr	\$530	\$428	\$531
May	\$566	\$511	\$538
Jun	\$633	\$488	\$578
Jul	\$578	\$575	
Aug	\$531	\$464	
Sep	\$485	\$436	
Oct	\$505	\$452	
Nov	\$526	\$486	
Dec	\$428	\$470	

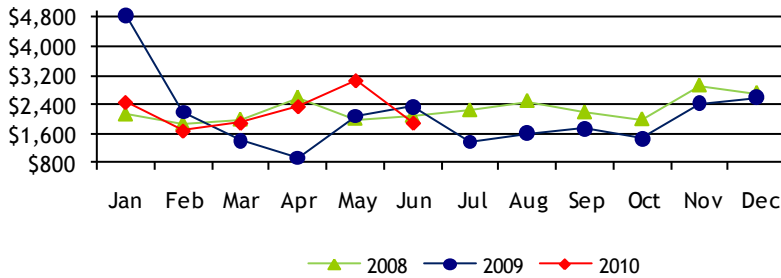
**Average Domestic PNR Price  
2008, 2009, 2010**



**Average International PNR Price**

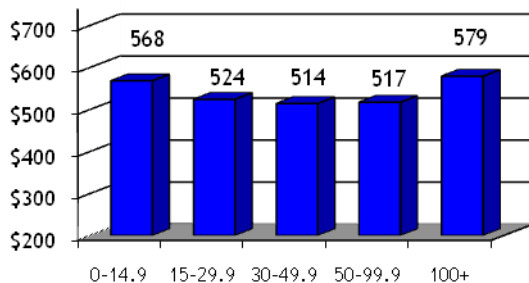
	2008	2009	2010
Jan	\$2,117	\$4,841	\$2,463
Feb	\$1,859	\$2,189	\$1,678
Mar	\$1,978	\$1,415	\$1,894
Apr	\$2,586	\$ 939	\$2,438
May	\$2,002	\$2,088	\$3,060
Jun	\$2,081	\$2,333	\$1896
Jul	\$2,235	\$1,379	
Aug	\$2,490	\$1,610	
Sep	\$2,176	\$1,739	
Oct	\$1,988	\$1,465	
Nov	\$2,917	\$2,440	
Dec	\$2,711	\$2,604	

**Average Domestic PNR Price  
2008, 2009, 2010**

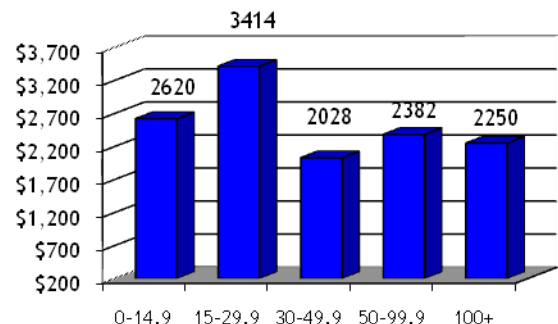


**Average Cost per PNR by Corporate Air Volume  
2nd Quarter, 2010**

**Domestic**



**International**

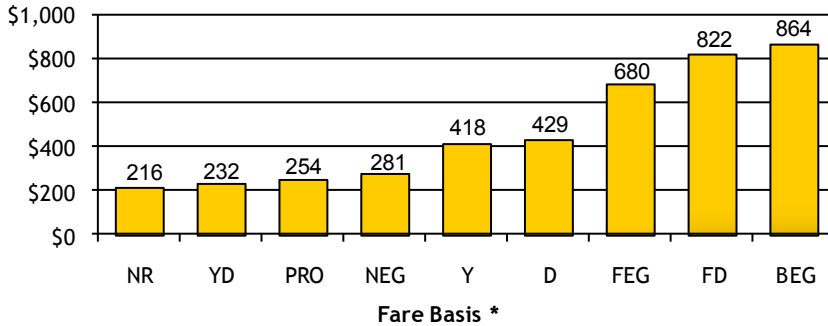


**Corporate Air Volume in Millions**

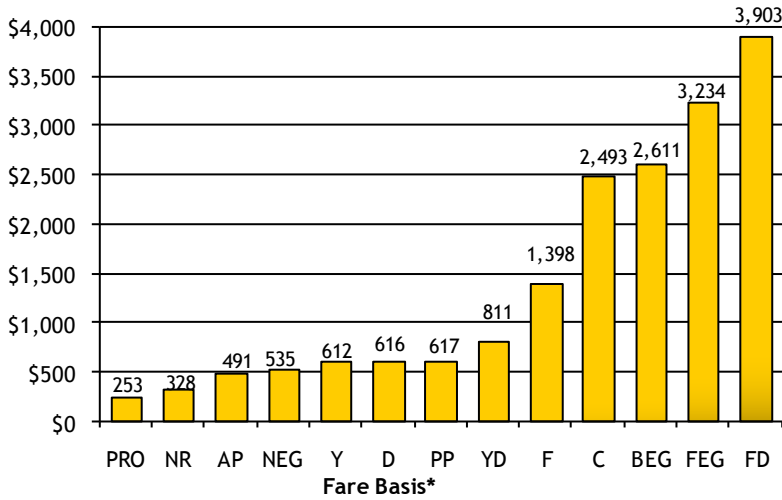
**Corporate Air Volume in Millions**

# Cost per Segment

**Cost per Segment by Fare Basis—Domestic  
2nd Quarter, 2010**



**Cost per Segment by Fare Basis—International  
2nd Quarter, 2010**



\*See fare basis definitions on page 8.

**Average Cost per  
Domestic Segment by Airport  
2nd Quarter, 2010**

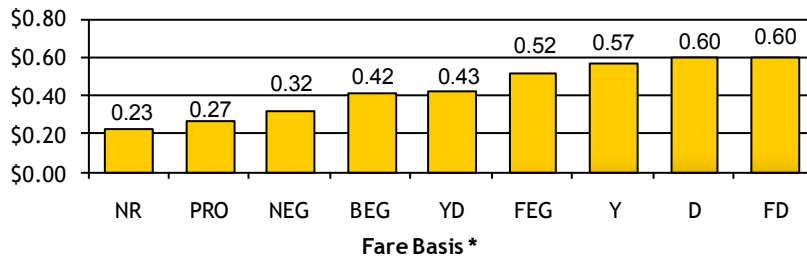
SEA	\$ 263	DFW	\$ 298
SFO	\$ 339	CVG	\$ 315
LAX	\$ 321	LGA	\$ 245
DEN	\$ 225	ATL	\$ 244
ORD	\$ 244	BOS	\$ 278

**Average Cost per  
International Segment by Airport  
2nd Quarter, 2010**

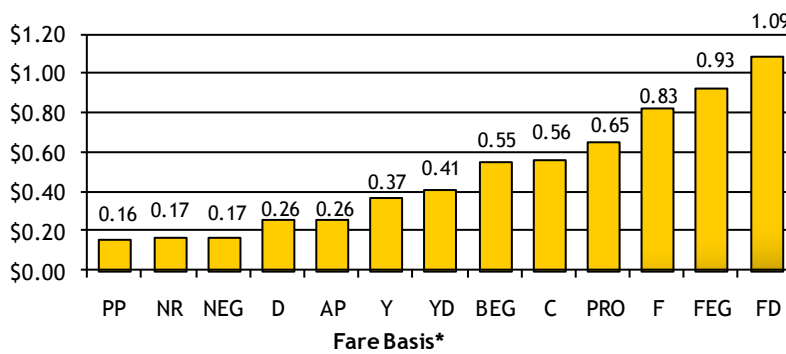
SEA	\$1,781	MIA	\$ 967
SFO	\$1,848	LHR	\$1,473
LAX	\$1,747	CDG	\$1,028
ORD	\$1,543	HKG	\$2,309
DFW	\$1,398	MEX	\$ 590
JFK	\$2,040	SYD	\$1,842
ATL	\$1,769	NRT	\$2,595

# Cost per Mile

**Cost per Mile by Fare Basis—Domestic  
1st Quarter, 2010**



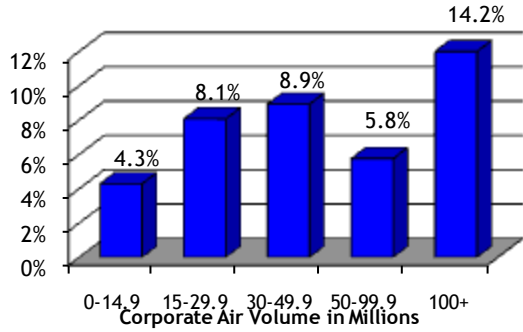
**Cost per Mile by Fare Basis—International  
1st Quarter, 2010**



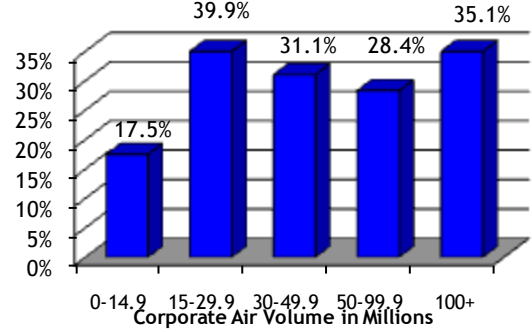
\*See fare basis definitions on page 8.

# Negotiated Airfares

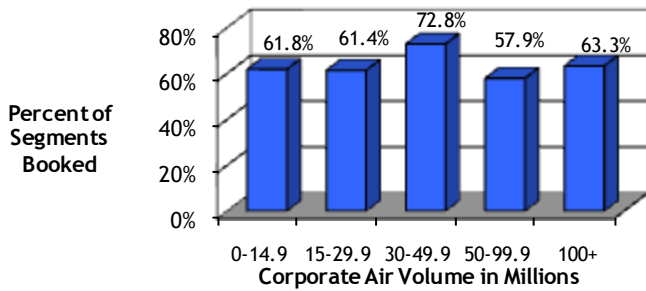
**Average Percent of Domestic Negotiated Discount by Corporate Air Volume 2nd Quarter, 2010**



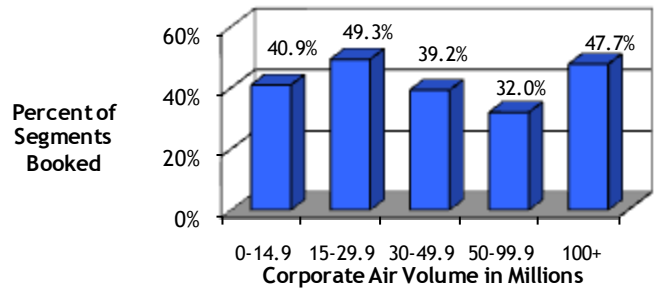
**Average Percent of International Negotiated Discount by Corporate Air Volume 2nd Quarter, 2010**



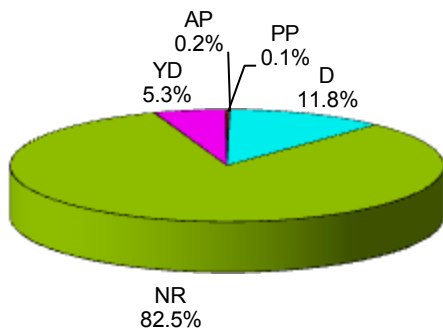
**Domestic Negotiated Airfares by Corporate Air Volume 2nd Quarter, 2010**



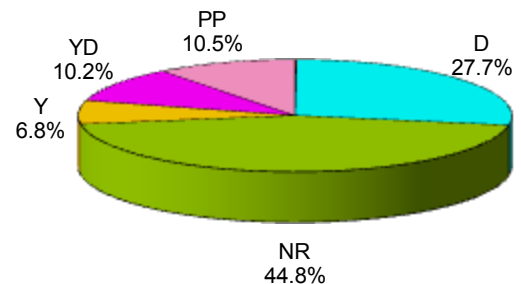
**International Negotiated Airfares by Corporate Air Volume 2nd Quarter, 2010**



**Fare Basis with Domestic Negotiated Discounts 2nd Quarter, 2010**



**Fare Basis with International Negotiated Discounts 2nd Quarter, 2010**



**Negotiated Airfares**—The information on the Corporate Negotiated airfares is derived from the Topaz Database and represents actual corporate discount levels with various carriers and corporations.

## *From the President*

Following are the current links to our most recent announcements.

**Topaz Press Releases:** <http://www.etopaz.com/news.html>

**Brad's Blog:** <http://bradseitz.typepad.com/>

- ✓ [Does an audit really save money?](#)
- ✓ [Guest Blog Post: Jillian Walsh on why auditing makes sense](#)
- ✓ [The real value of case studies to a travel manager](#)
- ✓ [What can travel managers do to keep their job](#)
- ✓ [Corporate Travel Departments take notice](#)

**Jill's Blog:** <http://jillwalsh.blogspot.com/>

- ✓ [Bags Fly Free...a Break?](#)

**Twitter:** <http://twitter.com/bseitz63>  
<http://twitter.com/Walsh25>

**Case Studies:** <http://www.etopaz.com/case-studies.html>

- ✓ [Expense Report Auditing](#)

**LinkedIn:** <http://www.linkedin.com/in/bradtopaz>  
<http://www.linkedin.com/in/jillwalsh>

Join the Topaz International Group on LinkedIn for discussions and news!

## Topaz Market Fare Analysis

Each quarter, Topaz selects the most frequently booked city pairs from its proprietary database to appear in the Market Fare Analysis. The average cost per segment and cost per mile is provided for the city pair, broken out by fare basis. The segment data included here is one of the very few easily accessible reference documents that can help the user understand how other business travel is priced.

### Cost per Segment

The most popular use of cost per segment is to analyze the company's expenditures compared to the Topaz averages which can be broken down by fare basis.

Companies often change policy to reflect significant cost reduction based on analyzing the averages by fare type. For instance, the nonrefundable airfare is typically the lowest type of airfare a business traveler can use. A change in policy could result in cost savings if travelers booked a nonrefundable instead of discount coach airfare. Having the ability to quantify the impact of a policy changes can encourage policy mandates as well.

### Cost per Mile

The cost per mile component is useful when a company or agency wants to reduce cost to a common denominator. Most often, cost per mile is used in airline negotiations, since cost per mile is a common unit of measurement in the airline industry. Knowing cost per mile sets the stage for effective airfare negotiations. Some companies look at cost per mile as a measurement tool for benchmarking purchasing performance.

## Definitions:

- PNR: Passenger Name Record—may include multiple tickets
- Segment: The origin/destination cities at which a fare is broken
- AP: Advance purchase, no penalties (KNAP3, QAP7, MA3)
- BEG: Negotiated business class
- C: Business class (C, COX, C25, CTCON, C06, C26, CF8UA, CR, J, JR, JOX)
- CON: Negotiated fare to/from a city, zone or system wide
- D: Unrestricted capacity controlled discount (BTW, K25, M25, B8US, BEE, B26MDW, BN, BUABIZ1, MR, Q, QJFK, B, H, H8)
- F: First class (F, A, P)
- FD: Discounted first class (A25, A4COACH, F4COACH, FFY, FSHUTTLE, FUABIZ1, F8, F25, F26, F06, FUA, FN, G)
- FEG: Negotiated first class
- GOV: Government
- MTG: Negotiated fare for an individual meeting to a specific city
- NEG: Negotiated (includes CON and MTG fares)
- NR: Non-refundable (HE7N, QE7NR, QSE14NQ, HE14NR, VE14NR, KNR, BE7IP, K14X236N)
- PP: Advance purchase, partial penalty (HE14P25, HE7P50, MWE7P50)
- PRO: Promotional (VE1ADN, VE1CMN)
- Y: Full coach
- YD: Discounted coach (Y06, YSHUTTLE, YH, YX, YW, YEE, YN, YL, Y6, Y26, Y8, YUA, Y25)

## TOPAZ TOP 50 DOMESTIC CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
<b>ATL BOS</b>	C	461.70	0.49
	CON	237.80	0.25
	FEG	405.15	0.43
	NR	164.80	0.17
<i>Total Avg</i>		<i>234.67</i>	<i>0.25</i>
<b>ATL DCA</b>	CON	251.31	0.46
	FEG	377.89	0.69
	NR	155.23	0.28
	Y	1,719.65	3.14
	YD	375.40	0.69
<i>Total Avg</i>		<i>261.14</i>	<i>0.48</i>
<b>ATL DFW</b>	CON	205.57	0.28
	FEG	385.60	0.53
	NR	150.27	0.21
	YD	357.70	0.49
<i>Total Avg</i>		<i>205.89</i>	<i>0.28</i>
<b>ATL DTW</b>	CON	184.30	0.31
	NR	120.12	0.20
<i>Total Avg</i>		<i>179.36</i>	<i>0.30</i>
<b>ATL EWR</b>	CON	342.32	0.46
	D	520.62	0.70
	FEG	519.84	0.70
	NR	206.69	0.28
<i>Total Avg</i>		<i>346.36</i>	<i>0.46</i>
<b>ATL LGA</b>	CON	256.98	0.34
	FD	397.00	0.52
	FEG	375.50	0.49
	NR	162.36	0.21
	PRO	190.20	0.25
<i>Total Avg</i>		<i>258.71</i>	<i>0.34</i>
<b>ATL ORD</b>	CON	245.42	0.40
	FEG	359.85	0.59
	NR	177.69	0.29
<i>Total Avg</i>		<i>235.88</i>	<i>0.39</i>
<b>BNA RIC</b>	CON	297.21	0.56
	NR	229.13	0.43
<i>Total Avg</i>		<i>256.26</i>	<i>0.48</i>
<b>BOS BWI</b>	C	283.70	0.77
	CON	230.20	0.62
	FD	222.70	0.60
	NR	105.94	0.29
	PRO	82.52	0.22

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
	Y	339.64	0.92
	YD	148.37	0.40
<i>Total Avg</i>		<i>122.75</i>	<i>0.33</i>
<b>BOS DCA</b>	CON	274.99	0.69
	FEG	470.40	1.18
	NR	223.27	0.56
	PRO	109.80	0.28
	YD	755.70	1.89
<i>Total Avg</i>		<i>270.26</i>	<i>0.68</i>
<b>BOS DFW</b>	CON	417.77	0.27
	D	860.00	0.55
	FEG	892.12	0.57
	NR	222.72	0.14
	PRO	491.18	0.31
<i>Total Avg</i>		<i>414.72</i>	<i>0.27</i>
<b>BOS DTW</b>	CON	335.36	0.53
	D	580.03	0.92
	FEG	653.82	1.03
	NR	337.35	0.53
	PRO	331.20	0.52
<i>Total Avg</i>		<i>343.57</i>	<i>0.54</i>
<b>BOS EWR</b>	CON	334.69	1.67
	D	422.16	2.10
	NR	188.80	0.94
	Y	874.70	4.35
<i>Total Avg</i>		<i>363.79</i>	<i>1.81</i>
<b>BOS IAD</b>	CON	122.07	0.30
	NR	132.63	0.32
	YD	339.75	0.82
<i>Total Avg</i>		<i>140.58</i>	<i>0.34</i>
<b>BOS LAX</b>	CON	284.45	0.11
	D	177.08	0.07
	F	2,840.70	1.09
	FD	1,620.03	0.62
	FEG	1,166.87	0.45
	NR	237.24	0.09
	YD	737.24	0.28
<i>Total Avg</i>		<i>415.95</i>	<i>0.16</i>
<b>BOS LGA</b>	BEG	164.62	0.89
	CON	177.83	0.96
	D	253.30	1.37
	FD	313.70	1.70
	FEG	179.10	0.97

## TOPAZ TOP 50 DOMESTIC CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
	NR	167.93	0.91
	YD	416.70	2.25
<i>Total Avg</i>		<i>178.28</i>	<i>0.96</i>
<b>BOS MIA</b>	BEG	2,694.10	2.14
	CON	248.75	0.20
	FEG	494.00	0.39
	NR	219.81	0.17
<i>Total Avg</i>		<i>271.46</i>	<i>0.22</i>
<b>BOS MSP</b>	CON	343.68	0.31
	NR	325.84	0.29
	PRO	340.20	0.30
<i>Total Avg</i>		<i>341.93</i>	<i>0.30</i>
<b>BOS ORD</b>	CON	215.10	0.25
	D	358.26	0.41
	FD	1,267.37	1.46
	FEG	575.38	0.66
	NR	177.03	0.20
<i>Total Avg</i>		<i>214.30</i>	<i>0.25</i>
<b>BOS PHL</b>	CON	478.40	1.70
	D	563.70	2.01
	FEG	625.90	2.23
	NR	177.68	0.63
	YD	735.70	2.62
<i>Total Avg</i>		<i>371.11</i>	<i>1.32</i>
<b>BOS PHX</b>	CON	307.35	0.13
	FEG	1,312.63	0.57
	NR	244.80	0.11
	PRO	226.15	0.10
<i>Total Avg</i>		<i>302.37</i>	<i>0.13</i>
<b>BOS RDU</b>	CON	217.63	0.36
	D	424.70	0.69
	NR	160.49	0.26
<i>Total Avg</i>		<i>208.98</i>	<i>0.34</i>
<b>BOS SAN</b>	CON	361.21	0.14
	FEG	1,149.39	0.44
	NR	259.05	0.10
<i>Total Avg</i>		<i>303.72</i>	<i>0.12</i>
<b>BOS SAT</b>	CON	265.17	0.15
	D	443.90	0.25
	FEG	468.37	0.27
	NR	169.98	0.10
<i>Total Avg</i>		<i>253.39</i>	<i>0.14</i>

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
<b>BOS SFO</b>	C	1,046.99	0.39
	CON	291.78	0.11
	D	699.70	0.26
	FD	1,427.90	0.53
	FEG	1,179.70	0.44
	NR	289.32	0.11
<i>Total Avg</i>		<i>345.84</i>	<i>0.13</i>
<b>BOS YYZ</b>	AP	1,082.50	2.43
	C	1,304.50	2.92
	CON	603.85	1.35
	D	1,198.83	2.69
	NR	333.56	0.75
<i>Total Avg</i>		<i>534.00</i>	<i>1.20</i>
<b>DCA IAH</b>	BEG	662.18	0.55
	CON	535.61	0.44
	D	725.31	0.60
	FEG	554.84	0.46
	NR	193.91	0.16
<i>Total Avg</i>		<i>536.08</i>	<i>0.44</i>
<b>DCA LGA</b>	CON	186.73	0.87
	D	195.47	0.91
	FD	331.45	1.54
	FEG	236.65	1.10
	NR	228.95	1.06
	PRO	92.70	0.43
<i>Total Avg</i>		<i>192.39</i>	<i>0.89</i>
<b>DCA ORD</b>	CON	236.06	0.39
	D	246.53	0.40
	FEG	722.09	1.18
	NR	201.46	0.33
<i>Total Avg</i>		<i>233.38</i>	<i>0.38</i>
<b>DEN MSP</b>	CON	142.88	0.21
	NR	121.72	0.18
	PRO	212.71	0.31
<i>Total Avg</i>		<i>140.89</i>	<i>0.20</i>
<b>DFW DTW</b>	CON	234.16	0.24
	NR	191.72	0.19
<i>Total Avg</i>		<i>232.39</i>	<i>0.24</i>
<b>DFW EWR</b>	CON	511.48	0.37
	D	919.70	0.67
	FEG	724.16	0.53
	NR	447.14	0.33

## TOPAZ TOP 50 DOMESTIC CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
<i>Total Avg</i>		549.57	0.40
<b>DFW LGA</b>	CON	447.05	0.32
	D	951.53	0.69
	FEG	909.62	0.66
	NR	275.69	0.20
	YD	453.40	0.33
<i>Total Avg</i>		472.18	0.34
<b>DFW MSP</b>	CON	295.68	0.35
	NR	169.66	0.20
<i>Total Avg</i>		290.38	0.34
<b>DFW ORD</b>	CON	256.46	0.32
	FEG	703.76	0.88
	NR	232.60	0.29
<i>Total Avg</i>		260.26	0.32
<b>DTW ORD</b>	CON	160.78	0.68
	D	167.27	0.71
	FEG	200.81	0.85
	NR	148.87	0.63
<i>Total Avg</i>		160.81	0.68
<b>DTW PHL</b>	CON	294.03	0.65
	D	300.70	0.66
	FEG	349.10	0.77
	NR	254.38	0.57
<i>Total Avg</i>		276.32	0.61
<b>EWR MSP</b>	CON	407.49	0.40
	D	818.70	0.81
	FEG	746.60	0.74
	NR	328.25	0.33
	PRO	313.81	0.31
<i>Total Avg</i>		410.29	0.41
<b>EWR ORD</b>	BEG	656.72	0.91
	CON	347.69	0.48
	D	490.05	0.68
	FEG	667.80	0.93
	NR	264.40	0.37
<i>Total Avg</i>		350.32	0.49
<b>JFK LAX</b>	BEG	1,134.07	0.46
	CON	372.64	0.15
	FD	1,809.03	0.73
	FEG	1,723.51	0.70
	NR	303.61	0.12
<i>Total Avg</i>		544.20	0.22

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
<b>JFK SFO</b>	BEG	1,201.88	0.46
	CON	309.67	0.12
	D	1,790.70	0.69
	FEG	1,743.18	0.67
	NR	274.06	0.11
<i>Total Avg</i>		527.76	0.20
<b>LAX SFO</b>	CON	130.85	0.39
	D	154.30	0.46
	NR	89.39	0.27
	PRO	62.70	0.19
	YD	156.17	0.46
<i>Total Avg</i>		120.10	0.36
<b>LGA MSP</b>	CON	388.24	0.38
	D	554.00	0.54
	FEG	630.37	0.62
	NR	224.73	0.22
	PRO	241.63	0.24
<i>Total Avg</i>		367.43	0.36
<b>LGA ORD</b>	CON	219.01	0.30
	D	305.79	0.42
	FD	742.70	1.01
	FEG	622.48	0.85
	NR	156.87	0.21
<i>Total Avg</i>		211.75	0.29
<b>LGA YYZ</b>	C	1,227.00	3.45
	CON	398.59	1.12
	NR	283.47	0.80
<i>Total Avg</i>		382.19	1.07
<b>MDW MSP</b>	CON	141.23	0.40
	FEG	194.99	0.56
	NR	139.19	0.40
	PRO	186.70	0.53
	YD	151.30	0.43
<i>Total Avg</i>		143.83	0.41
<b>MSP ORD</b>	CON	140.02	0.42
	D	196.17	0.59
	FD	200.70	0.60
	FEG	192.02	0.57
	NR	140.29	0.42
	YD	748.70	2.24
<i>Total Avg</i>		144.55	0.43
<b>MSP YYZ</b>	CON	365.96	0.52
	D	749.34	1.07

## TOPAZ TOP 50 DOMESTIC CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
	NR	404.86	0.58
	PRO	354.46	0.51
<i>Total Avg</i>		<i>376.16</i>	<i>0.54</i>
<b>ORD PHL</b>	CON	207.57	0.31
	D	279.16	0.41
	FEG	642.74	0.95
	NR	171.08	0.25
	PRO	135.35	0.20
<i>Total Avg</i>		<i>202.40</i>	<i>0.30</i>
<b>ORD RIC</b>	CON	266.52	0.42
	D	651.70	1.03
	FD	1,205.70	1.91
	FEG	713.60	1.13
	NR	264.58	0.42
<i>Total Avg</i>		<i>280.46</i>	<i>0.44</i>
<b>ORD TRI</b>	CON	298.31	0.62
	NR	234.49	0.49
<i>Total Avg</i>		<i>290.16</i>	<i>0.60</i>

TOPAZ TOP 15 INTERNATIONAL CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
<b>AMS BOS</b>	BEG	3,062.11	0.89
	C	3,231.26	0.93
	CON	1,307.14	0.38
	D	1,567.79	0.45
	NR	960.93	0.28
	PP	803.10	0.23
<i>Total Avg</i>		<i>2,279.11</i>	<i>0.66</i>
<b>ARN CPH</b>	BEG	232.50	0.68
	CON	230.56	0.67
	D	238.00	0.70
	NR	143.18	0.42
	PRO	236.08	0.69
	YD	302.70	0.89
<i>Total Avg</i>		<i>175.40</i>	<i>0.51</i>
<b>BLR DEL</b>	C	291.10	0.27
	CON	58.33	0.05
	D	78.51	0.07
	NR	96.21	0.09
	PP	167.04	0.16
	Y	149.00	0.14
	YD	131.50	0.12
<i>Total Avg</i>		<i>92.02</i>	<i>0.09</i>
<b>BOS LHR</b>	BEG	2,941.66	0.90
	C	3,162.84	0.97
	CON	888.63	0.27
	D	1,225.56	0.38
	NR	620.21	0.19
	Y	1,745.18	0.53
	YD	1,193.84	0.37
<i>Total Avg</i>		<i>1,880.72</i>	<i>0.58</i>
<b>DEL LHR</b>	C	2,800.25	0.67
	CON	291.67	0.07
	D	215.20	0.05
	FD	1,081.00	0.26
	NR	262.98	0.06
	PP	248.00	0.06
	Y	1,009.88	0.24
	YD	324.00	0.08
<i>Total Avg</i>		<i>354.98</i>	<i>0.09</i>
<b>DXB IAH</b>	BEG	4,080.28	0.50
	C	3,132.30	0.38
	CON	1,218.18	0.15
	FEG	5,112.00	0.62

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
	NR	671.73	0.08
<i>Total Avg</i>		<i>1,262.45</i>	<i>0.15</i>
<b>EWR LHR</b>	BEG	2,661.50	0.77
	C	2,718.37	0.79
	CON	887.94	0.26
	D	1,034.27	0.30
	NR	585.01	0.17
	PP	621.67	0.18
	Y	1,850.27	0.54
	YD	960.40	0.28
<i>Total Avg</i>		<i>1,971.64</i>	<i>0.57</i>
<b>EWR NRT</b>	BEG	3,886.05	0.58
	C	4,987.48	0.74
	D	1,652.35	0.25
	NR	736.95	0.11
	YD	2,208.90	0.33
<i>Total Avg</i>		<i>3,788.02</i>	<i>0.56</i>
<b>FRA TXL</b>	BEG	127.91	0.48
	C	470.13	1.75
	CON	128.14	0.48
	FEG	149.00	0.55
	NR	64.64	0.24
<i>Total Avg</i>		<i>130.66</i>	<i>0.49</i>
<b>HAM MUC</b>	BEG	133.80	0.35
	C	134.50	0.35
	CON	104.22	0.27
	D	73.00	0.19
	NR	90.82	0.23
<i>Total Avg</i>		<i>105.03</i>	<i>0.27</i>
<b>JFK LHR</b>	AP	966.75	0.28
	BEG	2,315.23	0.67
	C	2,011.49	0.58
	CON	880.30	0.25
	D	1,122.77	0.32
	FD	7,435.27	2.15
	FEG	4,943.44	1.43
	NR	602.81	0.17
	PP	964.20	0.28
	Y	1,500.78	0.43
	YD	1,975.06	0.57
<i>Total Avg</i>		<i>1,804.98</i>	<i>0.52</i>
<b>LHR ORD</b>	BEG	2,460.59	0.62
	C	2,914.49	0.74

## TOPAZ TOP 15 INTERNATIONAL CITY PAIRS

CITY PAIRS	FARE BASIS	COST PER SEGMENT	COST PER MILE
	CON	809.72	0.20
	D	986.80	0.25
	FEG	2,294.10	0.58
	NR	520.76	0.13
<i>Total Avg</i>		<i>1,937.78</i>	<i>0.49</i>
<b>LHR SIN</b>	BEG	2,399.88	0.35
	C	3,272.14	0.48
	CON	699.30	0.10
	D	1,952.50	0.29
	FD	5,144.00	0.76
	NR	373.81	0.06
	Y	1,258.00	0.19
	YD	1,021.00	0.15
<i>Total Avg</i>		<i>2,134.54</i>	<i>0.32</i>
<b>NCE ORY</b>	CON	239.56	0.56
	D	339.85	0.80
	NR	215.96	0.51
<i>Total Avg</i>		<i>224.58</i>	<i>0.53</i>
<b>ORY TLS</b>	CON	237.80	0.67
	D	259.50	0.73
	NR	199.01	0.56
<i>Total Avg</i>		<i>207.48</i>	<i>0.58</i>

## Summary of Audit Results

	Year 2007	Year 2008	Year 2009	1st Qtr 2010	2nd Qtr 2010	3rd Qtr 2010	4th Qtr 2010
<b>Average Price per PNR:*</b>							
Domestic	\$ 470	\$ 521	\$ 480	\$ 489	\$ 544		
International (Global)	\$ 2,112	\$ 2,174	\$ 1,865	\$ 1,884	\$ 2,373		
International (US/CAD only)	\$ 3,115	\$ 3,441	\$ 3,015	\$ 2,477	\$ 2,984		
<b>Average Negotiated Discount</b>							
Domestic	7.32%	8.28%	5.37%	7.77%	9.05%		
<b>Average Cost per Segment: **</b>							
Domestic	\$ 237	\$ 266	\$ 245	\$ 246	\$ 276		
International (Global)	\$ 962	\$ 975	\$ 855	\$ 864	\$ 1,135		
International (US/CAD only)	\$ 1,503	\$ 1,615	\$ 1,385	\$ 1,157	\$ 1,459		
<b>Average Cost per Mile:</b>							
Domestic	\$ 0.27	\$ 0.30	\$ 0.26	\$ 0.27	\$ 0.31		
International (Global)	\$ 0.38	\$ 0.38	\$ 0.33	\$ 0.25	\$ 0.36		
International (US/CAD only)	\$ 0.38	\$ 0.39	\$ 0.35	\$ 0.27	\$ 0.39		
<b>Average Cost per Error:</b>							
Domestic	\$ 170	\$ 113	\$ 201	\$ 151	\$ 156		
International	\$ 291	\$ 322	\$ 256	\$ 195	\$ 212		
Overall	\$ 220	\$ 194	\$ 220	\$ 167	\$ 194		

\*PNR: Passenger Name Record—may include multiple tickets

\*\*Segment: The origin/destination cities at which the fare is broken

## Topaz Publications

The Topaz Travel Report includes four quarterly issues. The Monthly Airfare Index consist of twelve monthly reports. Subscribers include financial, administrative and purchasing executives responsible for managing the expense of air travel, travel agencies serving the business traveler, airlines and travel accounts.

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