

February 11, 2002

<b>DIRECTIVE:</b>	<b>JOB CORPS PROGRAM INSTRUCTION NO. 01- 13 AMENDED</b>
-------------------	---

**TO:** ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF  
ALL JOB CORPS REGIONAL DIRECTORS  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS  
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

**From:** RICHARD C. TRIGG  
National Director  
Office of Job Corps

**Subject:** Interim Procedures for Tracking, Recovering, and Refunding Unused  
Transportation Tickets

1. Purpose. To a) rescind Job Corps Program Instruction 01-13; b) provide interim guidance and procedures to the field on handling unused tickets; c) provide the phone number and address for the Cammay Group; and d) clarify the current status of our efforts to develop a long-term strategy for handling student transportation.

2. Background. Last year, the Office of the Inspector General (OIG) initiated an audit of Job Corps' student transportation system. Although the audit is still underway, the OIG issued an interim final report in March 2001 with two findings they considered significant enough to require immediate action:

- a) Use and release of students' social security numbers by Job Corps centers, Transcor, and the Job Corps Data Center was a violation of the Privacy Act, and
- b) There was no legal authority for Job Corps' Memorandum of Agreement, which facilitated our use of Transcor as the primary provider of student transportation arrangements.

As a result of the report, Job Corps immediately issued policy prohibiting the release of student social security numbers, except for a limited number of specific purposes such as reporting student income to the IRS. We began to explore options for handling student

transportation in the future, and issued a letter advising centers that they could use transportation providers other than Transcor with regional office approval.

We also considered turning responsibility for student transportation over to center and outreach/admissions contractors by adding funds to existing contracts and agency allocations. This approach would provide greater accountability for student transportation, but since contractors are not eligible to receive Department of Labor Citibank cards and thus not able to get government fares for students, it is likely that we would see an increase in air travel costs. Congressional staff, concerned about a potential increase in costs, asked us to look into options to continue to provide transportation services for students within our existing budget authority. Until this issue is resolved, centers and O/A contractors should continue to purchase tickets for Job Corps students as they have in the past through use Department of Labor Citibank card accounts.

In the meantime, it is essential that we implement procedures to tighten up requirements for the student transportation system. The OIG recently indicated they had identified \$5 million in outstanding, unused air tickets, and that Job Corps' oversight and management of the student transportation system was inadequate. At the end of November, we convened a workgroup of center and outreach/admissions, national and regional office, the CAMMAY Group ticket verification unit (subcontractor to JACS), and Transcor staff who were knowledgeable about student transportation and developed the following interim procedures with their guidance and input.

3. Scope. The actions prescribed in the following section are intended to facilitate the identification, retrieval, and refund of unused transportation tickets that have been charged to a Job Corps regional office Citibank group travel account. These procedures are not generally applicable to charter transportation arrangements, nor are they applicable to tickets purchased through instruments other than a federally paid Citibank group travel account.

4. Action. OA agencies and centers shall implement the following procedures to ensure proper handling and accountability of unused transportation tickets. (These procedures are the same as those issued in Job Corps Program Instruction 01-13.)

- a) Beginning immediately, any air travel for students should be booked using "E-Tickets." This means of ticketing is nearly foolproof in terms of avoiding monetary loss for unused tickets. The Transcor travel agency has agreed to this requirement and will (1) automatically cancel an E-ticket within 48 hours of the reservation time if a ticket is not claimed, and (2) obtain a refund. If a center or OA agency elects to use a different travel agency, the "E-ticketing" requirement still applies. Exceptions to the use of E-tickets shall be allowed when good reason exists. When a center or OA agency deems it necessary to use other than an E-ticket, a brief explanatory memo or note shall be kept in local files and made available for examination by DoL reviewers upon request.

**Note concerning round trips at government rates:** When ordering tickets at fully refundable government rates, it is recommended that separate E-tickets be purchased for the outbound trip and the return trip, respectively. This will facilitate receiving refund credit if the return trip E-ticket is not used.

- b) For new enrollee input travel by bus, the advance ordering of bulk tickets should generally be discontinued. (Centers may keep a small supply of “bulk” bus tickets on hand for emergency travel.) If an OA agency believes that the ordering of bulk tickets continues to be necessary, a justification should be submitted to the appropriate Job Corps regional director for review and approval. Otherwise, bus tickets for new enrollee input travel should be ordered individually on an as needed basis. Transcor will automatically cancel all prepaid bus orders ordered through them if the ticket is not claimed within 10 days of the date the prepaid order was placed.
- c) Starting January 14, 2002, centers shall promptly notify the sending OA agency and the CAMMAY ticket verification unit of “no shows.” Such notifications to the OA agency and CAMMAY should be made within 2 working days of no show occurrence. The required information shall be contained in a **Center No Show Notification Report** and transmitted to the recipients via e-mail as a Quattro Pro spreadsheet attachment or an Excel spreadsheet attachment. The **Center No Show Notification Report** spreadsheet and its instructions are provided in the attached Quattro Pro and Excel spreadsheets.

The CAMMAY Group can be reached by email at [dclark@cammaygroup.com](mailto:dclark@cammaygroup.com) and by fax at (301) 918-9672, by phone at (301) 918-1398, and by mail at 9344 Lanham-Severn Rd., Suite 205, Lanham, MD 20706. Questions or concerns may be directed to John Wight at JACS via email at [wightj@jcdc.jobcorps.org](mailto:wightj@jcdc.jobcorps.org) or by phone at (816) 224-3781.

- d) OA agencies are responsible for taking timely and reasonable steps to secure the return of unused hard-copy tickets that were issued to their assignees that are reported as “no shows.” This applies both to tickets ordered by the OA agency itself and to tickets that were ordered by a center. OA agencies must document (in brief, note form) the steps that were taken to retrieve each unused ticket. Both OA agencies and centers must take prompt action to identify and process for refund/credit any on-hand, unused hard-copy tickets that cannot be re-used.
- e) Effective January 14, 2002, unused hard-copy tickets that were ordered through Transcor and purchased with a DOL-paid Citibank group travel account shall be sent to the CAMMAY Group via Fed-Ex, UPS, or other courier service. (Please note that transmittal of a ticket to CAMMAY requires that both criteria be met: 1) purchased with DOL-paid Citibank account, **AND** 2) ordered from Transcor.) For all other tickets, the OA agencies and centers shall be responsible for returning the tickets directly to the appropriate travel agencies or carriers for refund. Centers and OA agencies are expected to send all on-hand, non-reusable tickets to the CAMMAY

Group or to the appropriate travel agency or carrier on a weekly basis. The **Control Sheet for Transcor Hard-Copy Tickets** should be printed out and used as an inventory of tickets to be included in each batch that is sent to CAMMAY for processing. The **Control Sheet for Transcor Hard-Copy Tickets** and its instructions are provided in the attached Quattro Pro and Excel spreadsheets.

- f) On a monthly basis, OA agencies shall report the ticket status of any “no show” to CAMMAY until the status of the assignee’s ticket has been resolved and reported as such. The required information shall be contained in a **Monthly Unused Ticket Status Report for No Shows** and preferably transmitted via e-mail as a Quattro Pro spreadsheet attachment or an Excel spreadsheet attachment with the name of the report being transmitted displayed in the subject line of the e-mail. These monthly reports shall be submitted to CAMMAY and to the cognizant regional office. The reports shall reflect ticket status as of the last day of each month and shall be submitted no later than the 7<sup>th</sup> day of the following month. The **Monthly Unused Ticket Status Report for No Shows** and its instructions are provided in the attached Quattro Pro and Excel spreadsheets. The initial report from each OA agency will be for the month of January 2002, with this report being due by COB, February 7, 2002. In the monthly report for January 2002, it will suffice to list the unused tickets that were reported in “no show” reports that were received from centers for no show occurrences on or after January 14, 2002. It is desirable, but not necessary, to list any unused tickets that resulted from previous no show occurrences.
- g) For tickets ordered for center-originating travel, centers shall maintain effective procedures to identify unused tickets that should be retrieved and processed for refund. Centers shall report the status of any unused enrollee tickets for center-originated travel (air, rail, bus, or other) to CAMMAY until the status of the ticket has been resolved and reported as such. The required information shall be contained in a **Monthly Unused Ticket Status Report for Center Originating Trips** and preferably transmitted via e-mail as a Quattro Pro spreadsheet attachment or an Excel spreadsheet attachment with the name of the report being transmitted displayed in the subject line of the e-mail.. These monthly reports shall be submitted to CAMMAY and to the cognizant regional office. The reports shall reflect ticket status as of the last day of each month and shall be submitted no later than the 7<sup>th</sup> day of the following month. The initial report from each center will be for the month of January 2002, with this report being due by COB, February 7, 2002. In the monthly report for January 2002, it will suffice to list the unused tickets for center-originated travel that had planned departure dates on or after January 14, 2002. It is desirable, but not necessary, to list unused tickets with earlier departure dates. The **Monthly Unused Ticket Status Report for Center Originating Trips** and its instructions are provided in the attached Quattro Pro and Excel spreadsheets.

h) Resolution of an unused ticket is normally deemed to occur upon report of any of the following:

- That the unused ticket has been processed for refund. (This is automatic for any E-ticket purchased from Transcor, but not necessarily so for other types of tickets.)
- That the unused ticket is a hard-copy ticket that has been recovered and is being retained for re-use by the same individual or a different individual (generally limited to bus-tickets).
- That the ticket is hard-copy ticket that cannot be recovered.
- That the ticket was used for unauthorized purposes.

**Note:** Once a ticket is reported as having been resolved on a monthly report, the ticket should not be listed in any subsequent monthly reports.

- i) To help facilitate the tracking of credits for unused tickets that have been processed for refund, regional offices are required to share their monthly Citibank statements with CAMMAY. The tracking activities of CAMMAY will include a number of useful management information products for regional offices, including monthly lists of tickets returned for refund that have not been credited to the Citibank account after 2 billing cycles.
- j) In order to obtain relief from accountability for misused tickets and unrecoverable, unused tickets, centers and OA agencies must.... *(Procedures by which centers and OA agencies are to reimburse DoL the cost of misused tickets and irretrievable unused tickets for which they are held accountable are still under development and will be issued within the next few weeks).*

5. Use of Quattro Pro or Excel Spreadsheet. This Program Instruction requires that data be maintained and reported using an electronic spreadsheet. The prescribed format is referred to as the JOB CORPS UNUSED TICKET LOG and is contained in the attached Quattro Pro and Excel spreadsheets. In the attached spreadsheets, the first tab (labeled Log\_Format) contains the format itself; and the second tab (labeled Instructions) contains detailed instructions for using the spreadsheet. This format is intended for use by OA agencies and centers to prepare and transmit the reports that are being required by this Program Instruction. The spreadsheet format is also intended for use by OA agencies and centers to maintain a permanent log of the unused tickets they ordered or become responsible for helping to recover.

We have found some common mistakes and omissions in the spreadsheets based on responses we have received to date. These include missing or incomplete information for the following fields:

- a. The name of the “Report Being Submitted”
- b. Complete dates for the “Report for Period Ending”
- c. Complete information in the “Name/Address of OA/Agency/Center Submitting this Report” (this is critical for the verifiers to be able to contact the correct center or agency to clarify information or resolve questions)
- d. The “Name of Contact Person at OA Agency/Center”
- e. The “Center Code” (Column A) and “OA Code” (Column B), which should both be filled in if applicable.

Other important points concerning the spreadsheet are as follows:

- a) Proficiency with Quattro Pro or Excel is needed. Successful utilization of the unused ticket log will require that assigned OA and center staff have some degree of proficiency with Quattro Pro or Excel. OA contractors and center operators should ensure that appropriate staff have these skills or acquire them promptly. Some of the processes that need to be mastered include: saving files; saving files under new names; sorting rows of data by various criteria; selecting and copying rows from one spreadsheet to another; and locking and unlocking titles.
  - b) Leave columnar structure “as is.” It is important that the columnar structure of the spreadsheet be maintained as you find it. Users should not insert new columns before any existing columns or delete any existing columns. If the columnar structure is not maintained, then those who receive reported information from centers or OA agencies will have problems with importing or downloading the data that is being reported. Please note, however, that it is OK to change the width of existing columns.
  - c) Reports should be transmitted as e-mail attachments. Reporting of data to others (e.g., to regional offices and CAMMAY) should be accomplished by transmitting copies of Quattro Pro or Excel ticket logs as e-mail attachments to the recipients of these reports.
  - d) Ticket information should be supplied by those who ordered the ticket. Initial loading of specific information about the unused tickets is the responsibility of whichever organization ordered the ticket. To illustrate, if an enrollee input ticket was ordered by the center, then the “no show” report that is transmitted by the center to the OA agency should contain all of the specific data required about that ticket in columns A through U of the ticket log. On the other hand, if the OA agency ordered the ticket, then the “no show” report that the center sends to the OA agency will contain entries only in columns A through E, and the OA agency will be responsible for completing the remaining columns.
  - e) The utilization of spreadsheets is an interim solution. This way of entering and transmitting data is an interim measure that will be used until an enhanced ticket accountability system is developed and implemented by the Job Corps Data Center.
6. Expiration Date. Until superseded.

7. Comments and Inquiries. Direct any comments or inquiries to Jan Gulledge at (202) 693-3087, email: [jgulledge@doleta.gov](mailto:jgulledge@doleta.gov) or Steve Puterbaugh at (202) 693-3126, email: [sputerbaugh@doleta.gov](mailto:sputerbaugh@doleta.gov). If there are suggestions on how to improve or streamline these new procedures and requirements, you are invited to submit them to the Job Corps National Office at your convenience.

Attachments:

Spreadsheet and Instructions provided in both Quattro Pro and Excel