ICANN Community Travel Support Guidelines
Consultation Process

BACKGROUND

In late September 2017, the ICANN organization initiated a consultation process on the Community Travel Support Guidelines ("guidelines").

Patrick Jones (Global Stakeholder Engagement) and Carlos Reyes (Policy Development Support) circulated a questionnaire to every Support Organization, Advisory Committee, Stakeholder Group, Constituency, and Regional At-Large Organization. Patrick Jones and Carlos Reyes also provided briefings on teleconferences and at ICANN60 as requested.

As of 27 January 2018, 12 responses have been received: 11 of the responses directly addressed the questionnaire, while one response was broad input. Ten responses were submitted on behalf of community groups, and two responses were submitted by individuals.

The questionnaire, schedule of briefings, and responses are available at a dedicated page for the consultation.

FINDINGS

The 12 responses covered a range of issues, but broadly converged on three thematic recommendations for revising and improving the guidelines.

1. **Establishing a metrics framework for supported travelers**

   Several respondents suggested that the ICANN organization—in collaboration with the ICANN community and ICANN Board—establish a metrics framework for supported travelers. Some community groups already have reporting requirements, and any new framework should complement and not duplicate existing efforts. The goals of this framework would be to streamline and:
   - Manage disclosure expectations (potentially with a standardized statement of interest)
   - track attendance, participation, and retention of volunteers (through templates)
   Several respondents cited the successful reporting requirements of CROP as a potential model to emulate and expand.

2. **Allowing for greater flexibility in travel options**

   Given the pace and cycles of ICANN work, several community groups expressed a desire for more flexibility in making travel arrangements. As a starting point, known travelers (e.g., community leaders) should be given priority to book. This may help lower costs as known travelers could take advantage of lower fares. The guidelines should also allow for alternate hotel bookings (within the approved amount) and upgradeable fares, enabling supported travelers to use their airline status to upgrade to another fare class. Some community groups suggested earlier approved arrival dates will help supported travelers more effectively participate at ICANN public meetings and other supported events. Finally, increasing the options for reimbursement of travel, including transportation costs, or at least a more efficient authorization process should also be considered in revised guidelines.

3. Expanding visa support

Nearly every community group has experience with visas and suggested expanding current levels of support. The US$200 maximum for reimbursement of visa-related expenses should be revised in the guidelines to more accurately reflect application fees and incurred travel. One response suggested increasing and specializing support for regions with high rates of visa denials. Another community group recommended keeping itineraries that require transit visas to a minimum.

Respondents also provided relevant feedback in three other areas:

1. Consistent application of guidelines

Several respondents stressed the importance of consistent application of the guidelines with clear documentation for exceptions. Some community groups have supplementary guidelines for allocating travel support to their members and alignment ensures the integrity of the process.

2. Constituency Travel team and provider performance

Overall, there is general satisfaction with the performance and commitment of support from the Constituency Travel team and FCM Travel Solutions. The respondents certainly welcome continued improvements in the delivery of travel support, including receipt of per diem and stipends before travel, better accounting of wire/transfer fees and transportation costs, and improved retention of supported traveler preferences.

3. Additional support

As appropriate, the guidelines should allow for support beyond ICANN public meetings. This may include capacity building workshops, regional events such as national Internet Governance Forums, and other events hosted by the ICANN organization such as the Global Domains Division Summit.

NEXT STEPS

Patrick Jones, Carlos Reyes, and the Constituency Travel team will review all responses to the questionnaire again. Comments received that are outside of the scope of the questionnaire will be forwarded to the relevant ICANN organization department for consideration.

Before ICANN61, the draft revised guidelines will be published for public comment, giving the ICANN community another opportunity to provide more feedback. Patrick Jones and Carlos Reyes will also be available to meet and speak with groups leading up to and at ICANN61.