



CWT Traveler

CURRENT NEWS AFFECTING TODAY'S BUSINESS TRAVELER

February 2009

Survey

CWT Traveler wants to know

CWT Traveler would like to give readers the opportunity to weigh in on topics of relevance to travelers. Each month highlights a single survey question, and the following month reveals the results. Readers also have the option to submit potential survey questions to be highlighted in future issues of *CWT Traveler*. February's question is below, along with the link to submit a response.

Are you familiar with the U.S. Department of Homeland Security's (DHS) **Secure Flight** program?

- Yes, and I understand the impact to travelers
- I've heard of it, but I don't know what it is about
- No, I'm not familiar with the program

Submit your response [here](#).

January survey results

The January survey question and results were as follows:

Have you used your cell phone/mobile device as your boarding pass?

- 6% responded "Yes"
- 40% responded "No, and I don't think I will"
- 54% responded "No, but I would like to try it"

Green tip of the month

At home:

When leaving a home empty while traveling, turn down the heat or air conditioning before departing.

Current Events

Secure Flight program to be implemented in 2009

As previously reported in *CWT Traveler*, the U.S. Department of Homeland Security (DHS) announced the issuance of the Secure Flight Final Rule in October 2008. Throughout 2009, the Secure Flight program will be implemented and will transfer the responsibility for pre-departure watch list matching from airlines to the U.S. Transportation Security Administration (TSA).

Key elements of the program:

- Travelers will be required to provide full name (as shown on the government-issued identification they plan to use at the airport), date of birth, and gender when making an airline reservation.
- This information will be required for each passenger, as well as for certain non-traveling individuals, such as those escorting a minor or disabled passenger to the gate.
- The information is to be gathered a minimum of 72 hours before flight departure, or at the time of booking for reservations made less than 72 hours ahead of time.
- Secure Flight will integrate with the Department of Homeland Security's Travel Redress Inquiry Program (DHS TRIP), and travelers who have a redress number should provide it at the time of booking to reduce potential misidentification issues.
- At the time of publication, the TSA had not yet announced set dates by which the name/date of birth/gender data elements would become mandatory, but outlined two phases of the program as follows:
 - The first phase of the program will apply to aircraft operators whose flights operate within the United States.
 - Phase two of the program will apply to flights into, out of, and over the United States.

In order to ensure that all traveler identification information is consistent, travelers are advised to make sure the name on their [frequent-flyer accounts](#) matches the name on the government-issued identification they plan to use at the airport.

Additional information, including details of the Secure Flight rule and its associated Privacy Program, can be found on the [TSA Web Site](#). The full text of the Final Rule can also be found [here](#).

Continue to watch *CWT Traveler* and employer communications for additional information about this program and its impact on travelers.

Sources: *tsa.gov, cnn.com, Carlson Wagonlit Travel*

Travel Tips

Traveling to Peru

Editor's note: Global business, and subsequently, global business travel, continues to expand rapidly. In response, CWT Traveler will provide to readers each month insights and tips on traveling from North America to other countries around the world. This month's installment focuses on Peru.

In business:

- Most businesses are open six days a week. Some offices close for lunch between 1 p.m. and 3 p.m.
- It is best to avoid scheduling appointments between January and March, as many Peruvians go on vacation during this time as well as during the two weeks before Christmas and Easter.
- Peruvians value personal relationships and relate well with individual business associates rather than a corporation. When approaching a new prospect, it is better to establish a connection through a highly regarded local contact.
- Peruvians may be more comfortable discussing their Spanish heritage than their Indian background. Visitors should avoid making remarks about politics, the Peruvian government, terrorists, and relations with neighboring countries.

Good to know:

- Peru is five hours behind Greenwich Mean Time (G.M.T. - 5), or the same as U.S. Eastern Standard Time.
- Men and women shake hands both in greeting and in parting.
- Peruvians communicate in close proximity, and backing away may be seen as rude or offensive.

Safety and Security:

- Peru is subject to earthquakes and volcanoes, as well as severe weather due to fluctuations in the El Nino. Street crime remains a problem in both cities and rural areas.
- The greatest threat to foreign travelers in Peru is altitude sickness. Lima is near sea level, but other popular destinations (such as Cuzco and the area around Lake Titicaca) are high enough to cause this illness. Anyone can be struck by altitude sickness, and rest is the only sure cure. Sunburn is also a danger at high altitudes, because there is less atmosphere to provide protection from the sun.

Please contact your CWT travel counselor or visit the State Department [Web site](#) for the latest security information on travel to Peru.

Sources: travel.state.gov, "Kiss, Bow, or Shake Hands: The Bestselling Guide to Doing Business in More Than 60 Countries," by Terri Morrison and Wayne A. Conaway. Published by Adams Media of Avon, Massachusetts.

Know exit row responsibilities

While the exit row has historically equated to more legroom for most travelers, recent events have turned a focus to exit row responsibilities. Those sitting in the exit row have important actions to take in the event of

an emergency. Before each flight, the flight attendants remind passengers about these responsibilities and ask about their willingness and ability to comply.

Exit row responsibilities include opening the exit door in the event of an emergency and assisting others out before exiting. In order to be adequately prepared for these responsibilities, passengers should read the safety card and listen closely to crew-member instructions. No matter where passengers are sitting, it is important to know exit procedures and safety measures. Awareness and preparation help to decrease chaos in the event of an emergency, which is imperative to the safety of all onboard.

Sources: Indiananewscenter.com, Washington Post, Smartertravel.com

Healthy snacks satisfy in-flight hunger

When flying, it can be tempting for travelers to purchase snacks that wouldn't normally meet their nutritional guidelines. The following are some tips to help fight those temptations.

Plan ahead: Having a healthy, good meal before heading to the airport can help decrease the urge to purchase unnecessary junk food at the airport. Travelers may consider packing a lunch, protein bar, fruit, or vegetables in their carry on. Foods high in fiber and protein are good choices.

Choose wisely: Certain snacks are healthier than others. Protein bars are more nutritious than granola bars and contain more protein and fiber. Dark chocolate contains antioxidants versus the milk chocolate variety. Soda is high in sugar, while water can keep travelers hydrated, and juice contains more vitamins and minerals.

Go baked: Fried potato chips typically are highly processed, high-calorie, low-nutrition snacks and provide little nourishment. Baked alternatives still satisfy the salt and crunch craving while limiting the calories and fat.

Size matters: Select snacks in the appropriate portion size. Large and jumbo size packages add extra temptation.

In-flight options: Many airlines have made great strides to provide healthy, low-calorie snacks in flight. Fruit and veggie plates, salads and healthy sandwiches are often available. Skip the fattening dressings and dipping sauces, though.

Fast foods: While most fast food restaurants contain high-calorie, high-fat menu items, travelers can often find healthier options such as salads and lean proteins on the menu.

Cheers: While it might be tempting to shake off stress, alcohol is filled with calories, provides no nutritional value, and is dehydrating.

Sources: Health magazine

Supplier News

United to add transcontinental in-flight Internet access

As previously reported in *CWT Traveler*, in-flight Internet access continues to be an amenity added by various airlines on a number of routes. United Airlines announced that it will be providing transcontinental Internet access on 13 of its aircraft later this year.

The service will be offered between New York's JFK International Airport and Los Angeles and San Francisco International Airports. Passengers will be assessed a fee of \$12.95 for the service. Once the program is launched, United will monitor customer feedback before making additional plans to enhance the offering to other aircraft and routes.

Sources: Business Travel News, Travel Daily News

Regional

New Canadian airline group formed

A lobby group—the new National Airlines Council of Canada (NACC)—comprises Air Canada, WestJet Airlines Ltd., Jazz Air LP, and Air Transat—Canada's four largest airlines, which all parted ways with the Air Transport Association of Canada (ATAC) last September. The NACC plans to promote airline interests in Ottawa.

The president of the ATAC stated that organization would work with the newly formed group on topics of mutual interest.

Source: financialpost.com

U.S. airports make updates

This spring the Tulsa Airport will begin testing a new way of retrieving bags at one of its baggage claim carousels. In an effort to prevent the crowding at the edge of the carousel, which blocks the view of those standing further back, a taped line on the floor will circle the entire perimeter of the carousel. Travelers will be required to stay behind the line as they wait for their bags to arrive, and allowed to step inside the line and approach the carousel only after their bags have arrived.

Lufthansa unveiled its newly expanded lounge at New York's John F. Kennedy Airport. Located beyond the security checkpoint in Terminal 1, the 16,000-square-foot facility is about double the size of the airline's original JFK lounge. Each of its three levels is dedicated to one of its three premium passenger segments.

Source: USA Today

International

Britain gives go-ahead for Heathrow expansion

Congested Heathrow International Airport—the busiest in the world, handling 65 million passengers a year—has been given the go-ahead to build a third runway and a new terminal as part of a USD \$13.2-billion expansion. The additional runway will expand traffic from 480,000 to 600,000 flights a year, and provide new flight paths across London.

It is anticipated that the required planning application will take approximately a year to prepare. The proposed expansion would also involve demolition of approximately 700 homes in the village of Sipson.

Greenpeace and other concerned environmental activists have purchased land on the planned runway site and hope to thwart the process. The project seems to pit job creation and economic growth against the British commitment to control climate change through carbon emissions control.

Sources: Calgary Herald, ABCNews.com

Government/Legislation

DHS reports accomplishments to protect and secure country

In a fact sheet posted on its Web site, the U.S. Department of Homeland Security (DHS) describes selected 2008 accomplishments directed at its five major goals. Among the many tasks it took on during the year, two priorities that impact travel fell into the categories of: Secure Documentation Standards and Enhanced Aviation Security.

Secure Documentation Standards:

- Reached 99 percent compliance with Western Hemisphere Travel Initiative requirements for air travel.
- Implemented new procedures at land and sea ports of entry, ending acceptance of oral declarations alone, and significantly reducing the types of acceptable documents.
- Improved the standards of identification cards and offer more secure Trusted Traveler Program and Lawful Permanent Resident Cards to speed border crossings.
- Worked with several states to produce Enhanced Drivers Licenses that will allow for cross border travel at land and sea ports of entry.
- Issued the REAL ID final rule, establishing minimum standards that bolster the integrity and reliability of state-issued driver's licenses and identification cards.

Enhanced Aviation Security:

- Employed more than 2,000 Transportation Security Administration Behavior Detection Officers at more than 150 of the country's largest airports to identify potentially high-risk passengers.
- Started requiring holders of airport-issued identification credentials to be perpetually vetted against the Terrorist Screening Database,

and expanded Travel Document Checking program at passenger security checkpoints.

- Strengthened aviation security by private aircraft to provide more detailed information about the aircraft crew and passengers on board to Customs and Border Protection prior to U.S. arrival and departure.
- Provided for domestic scanning of all incoming international general aviation flight for the presence of radiological or nuclear material.
- Secured air cargo on passenger carrying aircraft.

While the DHS has a variety of goals, the list above illustrates the areas in which these goals can impact travel processes, regulations, and security for both business and leisure travelers. A complete listing of the DHS 2008 accomplishments can be found at its [Web site](#).

Source: DHS.gov

Technology

Air Canada offers checked-bag pre-payment savings

Air Canada customers planning to check additional baggage can save 20 percent by selecting the prepayment option when checking in via the Web or at an airport kiosk. For complete offer specifics as well as refund policies check aircanada.com.

Source: aircanada.com

Industry Trends/Innovations

Compliance with corporate travel policies can have safety and security benefits

Corporate travel policies often serve multiple purposes. Cost savings and preferred supplier usage rank high on the list, but another key benefit of a well-designed travel policy is traveler safety and security.

Below are some reminders about the importance of travel policy compliance:

Read and abide by the Corporate Travel Policy

Many companies post Corporate Travel Policies on their intranets, outlining which travel expenses are acceptable for reimbursement; which air, car, and hotel vendors are approved for use; acceptable dollar amounts for expenditures such as meals; and more.

Make all business travel reservations through company-approved channels

Travelers are usually required to call their company's specific phone reservation line and/or to use their company-approved online booking tool to make travel arrangements. This rule offers employer and traveler benefits alike, including:

- 1—The ability to better understand overall spend with a particular supplier and subsequently to negotiate better discounts.
- 2—The ability to effectively locate and assist traveling employees in the event of an emergency.

Sources: Carlson Wagonlit Travel, CWT Travel Management Institute

Airports/Airlines struggle to improve on-time stats

Figures available to date indicate that while there is still room for improving on-time numbers, 2008 was slightly better than 2007. According to the U.S. Department of Transportation, about 23 percent of domestic flights arrived at least 15 minutes late in 2008 compared to 24 percent the year before.

New York's JFK made a significant improvement in the two-year period with 35 percent of its flights delayed in 2007 dropping to 26 percent in 2008. Miami, on the other hand, had a 3 percent increase in delays in the same time frame. Among airports that moved into top ratings were Seattle, Phoenix, and Washington, D.C.'s Reagan National.

While the major causes of delays are not new—financial circumstances, congested airspace, major hub traffic, and weather (which accounts for about 30 percent of summer delays), some of the coping strategies being implemented to deal with them are having new impacts.

In response to financial challenges, some airlines have reduced the number of flights they offer. While it would seem that fewer flights would mean fewer delays, many of the reductions were at smaller regional airports rather than the more congested major hubs. Schedule reductions can also mean that travelers have to connect rather than fly non-stop, increasing the likelihood of delays and missed flights.

Business travelers may benefit by considering these factors while planning travel. General precautions can include arriving at the airport early, allowing sufficient time between connections, and checking into the on-time performance and security wait times for unfamiliar airports/airlines. The Air Travel Consumer Report, provided by the Department of Transportation's Office of Aviation Enforcement and Proceedings, is available [online](#) and provides statistics regarding on-time performance for various airports and airlines.

Sources: Travel and Leisure, Forbes, <http://airconsumer.ost.dot.gov>

Healthy airports across the US

Recent studies have shown that some airports are diligently working to make the traveler's experience healthy by offering nutritious food, safety technology, stress-free spaces, walking paths, to name a few features.

Some of the top-ranked airports, as reported by Health Magazine, are:

Phoenix Sky Harbor International: This airport won rave reviews for a comfortable environment and low-stress experience for fliers. Its health

food options also ranked high. Pet parks offer active passengers—and traveling canines—the opportunity to work off some energy. The airport is also known for sanitary bathrooms that are specifically designed for the disabled.

Baltimore/Washington International: Rather than being hectic and congested, this airport's security checkpoint is known for its soft music and warm lighting, providing a welcoming entry. A walking path has been designed around the airport's grounds and is accessible from public areas of the terminal. Spa services are offered to de-stress travelers.

Chicago's O'Hare International: As one of the world's largest airports, O'Hare International makes the list by offering numerous low-fat restaurant options as well as kid-friendly play areas. A fitness room and spa services are offered at the on-site Hilton Hotel.

Detroit Metropolitan: Numerous heart-healthy meal options are available at this airport. In addition, the National Weather service has recognized the airport as the first to have a "StormReady airport system." Various officers and firefighters have been trained as weather spotters to effectively communicate storms to travelers.

Denver International: This airport may be known as one of the greenest. Its solar panels provide electricity to run half of the airport's train system, greatly reducing carbon emissions. Recycling systems have also been installed to encourage travelers to go green. In addition, the airport is also known for its stress-free atmosphere by exhibiting art throughout.

To read the full list and reviews of other healthy airports throughout the United States, visit Health.com

Sources: Health.com, TSA.gov, signonsandiego.com