



March 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*. March's question is below, along with the link to submit a response.

When traveling for business, do you take a laptop computer?

- Yes, nearly always
- Yes, sometimes
- No, never

Submit your response [here](#).

February survey results

The February survey question and results were as follows:

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

- 32% responded "Yes, and I understand the impact to travelers"
- 26% responded "I've heard of it, but I don't know what it is about"
- 42% responded "No, I'm not familiar with the program"

Green tip of the month

On the road:

If traveling in a city with many toll roads, consider using a transponder or electronic toll payment device in your rental car or personal vehicle to cut down on the environmental impact of stop-and-go toll lines.

Current Events

Obama budget plan includes travel-related elements

U.S. President Barack Obama's budget plan, outlined on February 26, proposes an increase in the Aviation Passenger Security Fee beginning in 2012. Currently, the fee amounts to USD \$2.50 per segment. The budget plan does not outline the proposed amount of increase.

The increase is proposed as a way to "offset costs associated with Transportation Security Administration screening of aviation passengers." Travel associations including the Association of Corporate Travel Executives (ACTE) have opposed plans to increase the fee.

The budget plan also outlines USD \$800 million in funding for development of the Next Generation air-traffic control system. The system aims to improve air traffic control by employing a satellite-based system rather than the ground-based radar system currently in place.

In addition, the plan proposes a five-year, \$5 billion high-speed rail State grant program.

The proposed fiscal year 2010 budget can be found at www.whitehouse.gov. The budget requires congressional approval before taking effect.

Sources: USA TODAY, Reuters, whitehouse.gov, btnonline.com, acte.org

Identification stickers aim to reunite travelers and laptops

According to research conducted by the Ponemon Institute in 2008, more than 12,000 laptops are lost every week in U.S. airports, two-thirds of which are never reclaimed. Additionally, there are occasionally incidences of a traveler mistakenly picking up another traveler's similar-looking laptop at the security checkpoint.

A San Jose Transportation Security Officer (TSO) recently introduced a simple solution to the problem of lost laptops. He created an identification sticker travelers can complete with their name and phone number, and adhere to their laptop at the security checkpoint. As a result, forgotten laptops can be more quickly reunited with their owners, reducing related delays and inconveniences for these passengers. The ID stickers are designed to be removed easily.

Sources: tsa.gov, ponemon.org

Travel Tips

Traveling to Sweden

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 Sweden.

In business:

- Sweden is six hours ahead of U.S Eastern Standard Time.
- The date is written with the day first, then the month, then the year (i.e. 16-3-09).
- Appointments should be made two weeks in advance. Similarly, punctuality—both in start and end times—is respected. The hours of 9-10 a.m. and 2-4 p.m. typically are set aside for meetings.
- Swedes can be known to be informal, well prepared, quiet/calm, and polite yet hard bargainers.
- It is recommended for visitors to scale down hype and high enthusiasm; this can be found distasteful and typically is not successful.
- Consensus decisions are often made amongst teams, but may be informal. Mutual agreements are often done with a simple head nod or gesture.
- Personal questions are typically not discussed in business meetings.
- Formal business lunches and dinners are common. "Skoal" is the Swedish word for "cheers." Visitors should wait for the hosts to toast before proceeding to drink, and should be prepared to make a speech when seated to the left of the host.
- Professionals should be addressed by their titles (i.e. Doctor, Engineer, Professor, etc.).
- It can be considered uncomfortable to be touched; therefore it is recommended to keep physical contact—especially in business—to a minimum.

Good to know:

- The official language is Swedish; however, 15 other languages are spoken, including Danish and Norwegian.
- Most Swedes take off the entire month of July as well as time around the Christmas holiday season.
- Berries are considered to be a delicacy in cuisine. They are commonly seen in a variety of dinners as well as jams, ice cream, or soups.
- Winter weather is cold, dark, and snowy; arrive prepared.
- Sweden is considered to be a safe country. There is very little poverty.
- Swedes highly value their quality of life and their environment.

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.

Stuck in coach for the long haul? Take note

With more businesses tightening travel policies due to the present economy, first- and business-class travel may not be an approved option for all international flights. Travelers can enlist some strategies to minimize the effect of flying coach class on extended flights.

- Request an aisle seat; avoid middle seats if possible.
- Drink lots of water. Buy bottled water after going through security, and ask for bottled water in flight.
- Avoid alcohol and caffeine as they both dehydrate.

- Choose fresh fruits and vegetables over prepared foods that may contain salt or MSG. Avoid salty snacks.
- Move about to avoid DVT (deep-vein thrombosis/clots) on long-distance flights. Walk every hour or so and do some ankle/foot flexing, isometrics and stretches while seated. Consider wearing compression stockings.
- Try to get some sleep during the flight. Pack sleep aids such as noise-reduction headphones, eyeshades, pillow, slippers, inflatable neck pillow, a fleece, or purchase blanket/pillow kit from the airline.
- Relax with a book, on-board entertainment, MP3, or DVD player. Go with and maintain a positive attitude.

Source: *dallasnews.com*

Savings/value decisions when renting a car

When renting a car during business travel, travelers should keep in mind that the final cost includes more than just the daily rental rate. There are a number of decisions the traveler can make that can impact both the savings/value of a rental, as well as the overall efficiency and productivity of the trip.

Travelers should always consult their corporate travel policy before renting a car. Below are tips travelers should keep in mind during different steps of the process.

When booking the reservation

1. Consult the travel policy for guidelines around when to rent a car.
2. Make all bookings through company-approved channels.
3. Book the reservation with the company's preferred car rental vendors.

At the counter

1. Know the corporate policy regarding upgrades.
2. Accept or decline insurance coverage based on policy guidelines.
3. Accept or decline amenities based on corporate policy and value.
 - **GPS:** When traveling within a familiar city, this amenity may be unnecessary, but if navigating a new city, it may be worth the extra expense if it will prevent getting lost on the way to an important meeting.
 - **Transponders:** These electronic toll payment systems may save time and limit the environmental impact of waiting in stop-and-go toll lines. Depending on the city, these devices may or may not be available.

When returning the vehicle

1. Follow the corporate travel policy's refueling guidelines.
2. Review the final bill for accuracy.

Sources: *BTE, btnonline.com*

Supplier News

Good-to-know airline/airport updates

American Airlines has announced its plans to move to cashless cabins within the United States and Canada this summer to streamline in-flight sales. Flight attendants using hand-held electronic devices will scan major credit cards and debit cards for purchases of on-board amenities such as headsets, meals, snacks, and alcoholic beverages.

US Airways has begun charging for its pillow-and-blanket kits in coach on domestic flights. Its "Power-Nap Sack" includes a 34-by-60 inch fleece blanket, neck pillow, eyeshades, ear plugs, and a \$10-off coupon in the SkyMall catalog packed in a drawstring bag with the airline's logo. According to the airline, it "is a natural extension of its 'pay for what you choose and use' model it began rolling out last year."

Lufthansa Airlines has opened a new 13,100-square-foot lounge at Frankfurt International Airport in Concourse B of Terminal 1, catering to first-class passengers and its elite category of frequent flyers—particularly benefiting transfer passengers who previously had to exit the airport to use the First Class Terminal. Along with this convenience, the new lounge will offer a dedicated security clearance area, computer stations, shower facilities and beds, food and drinks, and feature a spa.

Sources: usatoday.com; startribune.com

Regional

Toronto airport to raise airport improvement fee

Last month, the Greater Toronto Airports Authority announced a planned increase to the airport improvement fee (AIF) charged to passengers departing from Toronto Pearson International Airport. The fee, which is currently CAD \$20 per person, will be raised by \$5 to \$25 effective June 1, 2009.

According to the airport operator, the AIF increase is one of a number of steps being taken to reduce costs and increase revenue in response to the economic slowdown. Transport Canada is predicting a 5.8 percent reduction in passenger volume—approximately 1.8 million fewer trips through Toronto Pearson—in 2009.

The airport is taking other actions to contain costs—including implementing a hiring freeze, as well as postponing projects such as parking expansion and garage demolition.

Sources: Canadian Press, Greater Toronto Airports Authority, btbtravel.com

International

Middle Eastern hubs grow

Middle Eastern airports are striving to become important hubs for international travel. New routes into and out of the region are making travel through the Middle East more critical. Because of the central location of the region to a large percentage of the world's population, and the proximity to the world's emerging markets, Middle Eastern airports are ideal locations to serve the needs of the international traveler population.

Significant investments are currently being made in airport development and expansion within the region. As the world economy improves, the expectation is that the Middle Eastern airports will continue to make improvements and grow as well.

Sources: askBTE.com, Airbus.com, gulfnews.com

International business travel checklist

Packing for an international business trip can be overwhelming. Below is a helpful list to ensure travelers are prepared, safe, and comfortable on the next trip.

Check-in in advance—Confirm travel, check-in and print out boarding passes prior to arriving at the airport to avoid having to wait in line. Most airlines have check-in options available online. Keep the documents handy to present at security checkpoints.

Proper identification—Passports and visas may be mandatory for international travel.

- U.S. travelers can visit the Transportation Security Administration (TSA) [Website](#) as well as the U.S. Department of State [Website](#) to obtain additional requirements.
- Canadian travelers can reference the Canadian Transportation Agency [Website](#) for additional requirements.

Pack efficiently—Follow carry-on and checked baggage rules and regulations. Baggage allowance and fees may vary with each carrier. Visit airline Websites for more specific guidelines.

For U.S. travelers, the TSA has further regulations regarding liquids restrictions and other prohibited items. Visit the TSA Website for further information on carry-on baggage safety requirements:

www.tsa.gov/travelers.

Canadian travelers can reference the travel preparation information at the Canadian Air Transport Security Authority Website at www.catsa.gc.ca.

Leave valuables (additional credit cards, expensive jewelry, etc.) at home. They typically are not necessary, and leaving them behind gives travelers one less thing to worry about.

Pack outfits, jewelry, and accessories that are easily mixed and matched. Packing wrinkle-resistant garments and rolling clothing (vs. folding) can also help.

Ensure the appropriate travel adapters for international trips are packed.

Communication—Provide a copy of itineraries, passports, hotel information, schedule, etc. to a friend or family member in case of an emergency.

Contact cell phone providers for international coverage plans, as certain fees may apply. Consider purchasing or renting an international cell phone or calling card to ensure coverage and unnecessary charges aren't applied.

Sources: catsa.gc.ca, travel.state.gov, TSA.gov, allbusiness.com, Suite101.com, onebag.com

Government/Legislation

WHTI land/sea rules take effect in June: Get or renew passport now

Beginning in June, citizens of the United States, Canada, Mexico, and Bermuda will need to show a passport, passport card, or other authorized document to enter or depart the United States via land or sea from within the Western Hemisphere. A passport is also needed to enter the United States by air from any foreign country.

With this upcoming element of the Western Hemisphere Travel Initiative (WHTI), if entering the United States by land or sea from within the Western Hemisphere, there may be several identification choices for travelers: a passport; a passport card—a type of identification that the U.S. government began issuing in 2008; an enhanced driver's license—a high-tech version offered by a few states; or a "Trusted Traveler" card such as SENTRI and NEXUS for those traveling back and forth over the border frequently. A full list of acceptable documentation can be found on the U.S. Department of Homeland Security [Website](#).

According to the U.S. State Department, passport applications have been taking about four weeks for processing. Adult passports cost \$100; children younger than 16, \$85; renewals less. Adult passport cards cost \$45; children younger than 16, \$35.

The U.S. State Department's travel Website, travel.state.gov, offers complete information on passports and passport cards along with forms and instructions. U.S. post offices also serve as passport acceptance facilities.

Sources: denverpost.com, dhs.gov, travel.state.gov

Technology

Decreasing industry footprint through technology and innovation

Aircraft manufacturers and engineers are continuing to make technology improvements to design cleaner, more efficient engines.

To reach the goals of reducing fuel consumption and CO2 emission and decreasing noise levels, technical enhancements—including turbofan designs, rotor configurations, and gear system—as well as the use of biofuels and improved air traffic management, are top priorities. In addition, aircraft materials, such as moldings and fan blades, are being consistently enhanced to be lighter and stronger, further improving fuel burn.

Earlier this year Continental Airlines conducted the first biofuel powered demonstration flight. Air New Zealand and Virgin Atlantic have also experimented with biofuels. American Airlines joined the climate leaders program, dedicated to reducing the impact on the global environment.

Even though challenges continue to exist, experts stay optimistic and energized about the progress made in engine efficiency over the last few decades. There are currently 29 major engine-related programs underway or planned to tackle the environmental challenge and reduce the environmental footprint of air travel.

Sources: ATW Online, greenaironline.com, purchasing.com

Industry Trends/Innovations

Aviation Safety Action Programs back in favor

The United States Federal Aviation Administration (FAA) has been encouraging airlines to reinstate Aviation Safety Action Programs (ASAP). These programs encourage flight crews to submit reports citing their safety-related concerns without fear of repercussions. This is intended to provide more accurate reporting and create actionable safety plans for the airlines to avoid recurrence of similar safety incidents.

With safety at top of mind, travelers can use the FAA Website (www.faa.gov) as a resource to find accident/incident reports and safety reports, as well as a number of other statistics, data, and tips regarding aviation safety.

Sources: ATW Online, Reuters, faa.gov