



CWT Traveler

CURRENT NEWS AFFECTING TODAY'S BUSINESS TRAVELER

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

When traveling for business, do you travel via rail?

- Yes, both on international and domestic trips
- Yes, mainly on domestic trips
- Yes, mainly on international trips
- No, not at all

Submit your response [here](#).

March survey results

The March survey question and results were as follows:

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

- 80% responded "Yes, nearly always"
- 9% responded "Yes, sometimes"
- 11% responded "No, never"

Green tip of the month

Everywhere:

To keep it simple, remember three things:

- Unplug
- Save water
- Recycle

Current Events

Random security checks at gates to resume

The Transportation Security Administration (TSA) recently released information that indicates it intends to select passengers at gates as they await boarding calls for additional screening, including possible carry-on bag searches, ID checking, and wandings. The TSA says this action is not being taken because of a particular threat, but rather to mix up screening tactics to make it more difficult to monitor how security works.

Business travelers accustomed to relaxing after being screened at the checkpoint may want to keep in mind that they may be screened again and be prepared. Travelers can be selected because of suspicious behavior or at random, according to the TSA.

While gate screening was done extensively after September 11, 2001, the TSA turned its attention and screening efforts to more thorough screening at the security checkpoints after 2003.

Source: USA Today

Hotel occupancy and room rates down from 2008

Recent data released by Smith Travel Research shows U.S. lodging industry occupancy and average daily rates are down in year-over-year comparisons. The same measurements show a decline throughout the Canadian hotel industry, although not as sharp as the decline in the United States. The main contributing factor continues to be deteriorating economic conditions.

While these trends are not favorable for the hotel industry, travel buyers and travelers may find it a good time to take advantage of the available deals. With special rates and packages being offered across North America and international destinations, some travelers are seizing the opportunity to make the most of their travel dollars—for both business and leisure travel.

Sources: BTN Online, www.nytimes.com

Travel Tips

Traveling to Spain

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 Spain.

Good to know:

- Spaniards write the day first, then the month, then the year (e.g. April 15, 2009 is written 15.4.09 or 15/4/09.)

- Spain is six hours ahead of U.S. Eastern Standard Time.
- If a holiday falls on a Thursday or Tuesday, Spaniards usually take a four-day weekend.
- Social events seldom begin at the time they are planned. Try to determine actual expectation for time of arrival, as it is likely to be 15 to 30 minutes after the scheduled time.
- Dinner is rarely served before 8:00 p.m., and often not until 10:00 p.m.

In business:

- The workweek is generally 40 hours in Spain, however hours of operation may vary.
- Make business appointments well in advance, and confirm by phone and/or e-mail prior to your arrival.
- Conducting business meetings over lunch may be challenging. It is proper to wait for your Spanish counterpart to begin the discussion, which usually takes place at the end of your meal, most likely over coffee.
- Avoid scheduling appointments around Easter or Christmas.

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.

Documents required for business travel to Canada

Business visitors planning travel to Canada should be prepared to present the following documents at the Canadian border, as outlined on the Citizenship and Immigration Canada [Web site](#).

- A passport or travel document that is valid for the traveler's entire stay and guarantees re-entry to the traveler's country of origin
- A valid temporary resident visa (if applicable)
- Letters of support from the traveler's parent company and a letter of invitation from the Canadian host company
- Other documents such as warranty or service agreements, contracts, etc., if relevant to the visit
- 24-hour contact details of the traveler's business host in Canada
- Proof that the traveler has enough money for both the stay in Canada and the return home

Additional information, including checklists for business visitors can be found on the Citizenship and Immigration Canada [Web site](#). U.S. citizens can also find information regarding travel to Canada on the U.S. Department of State [Web site](#).

Sources: cic.gc.ca, travel.state.gov

Travel tips from frequent fliers

Frequent travelers know the travel industry's ins and outs, and most have tips and tricks they swear by. The travel tips below cover everything from how travelers should dress on board, to staying connected through

technology. While some of the tips are simple, they may help to minimize stress and make travel more relaxing:

- **Stay connected**—Staying in touch when away from the office is essential. Travelers can get instant Internet access anywhere there is cell-phone coverage using a wireless card offered by various vendors.
- **Keep moving**—Experts recommend walking up and down the aisle or stretching while in-flight to promote good circulation. Other activities such as yoga can be done in the hotel room, and some travelers find it helps them remain stress-free during their travels.
- **Dress appropriately**—Flat, comfortable shoes can help keep the feet and the rest of the body relaxed during travel. Bring clothes that don't require ironing if travel schedules necessitate a quick change between your arrival and your first business meeting.
- **Stay charged**— Ensure all electronic devices are fully charged before departure. Pack appropriate chargers and power adapters for all devices. Some products on the market today can charge multiple devices simultaneously from a variety of power sources including standard wall outlets and in-flight power outlets.

Sources: *ForbesTraveler.com, Canada.com*

Supplier News

Delta/NWA begin branding alignment

Following their merger, Delta and Northwest are now beginning to consolidate their services and align their branding.

Beginning March 30, signage and branding changes have taken place at the Northwest curbside, check-in, gates, jetways, baggage claim and baggage service locations at the following airports:

- Minneapolis/St. Paul International Airport
- Detroit Metropolitan Wayne County Airport
- Memphis International Airport

Additional changes include:

- **Uniforms**—beginning this month, Northwest flight attendants will be wearing Delta uniforms.
- **Cross-fleeting**—this allows the airline to utilize Delta aircraft and crew on a Northwest route and vice versa.

Travelers can check in at either airline's Web site or airport kiosks.

Additional information is available at www.delta.com.

Sources: *delta.com, nwa.com*

Airlines' on-time performance improves

Last month, the U.S. government released airline data reporting for January 2009 based on: on-time performance, baggage handling, and

service complaints. Among 19 carriers, there were improvements in all three categories.

Reports showed an on-time arrival rate of 77 percent in January, an improvement compared to the same month in 2008 as well as December 2008. As a whole, carriers canceled 2.3 percent of their scheduled domestic flights, a lower rate as compared to 2.9 percent in January of last year. In total, airlines attributed more than 40 percent of their delays in January to bad weather.

Baggage handling and service-complaint numbers also improved. The airlines' mishandled baggage rate of 5.2 reports per 1,000 passengers was an improvement over the 7.39 from a year ago. Complaints filed in January 2009 were down almost 25 percent from the same month last year as well.

Additional statistics can be found on the U.S. Department of Transportation [Web site](#), and are updated monthly.

Sources: *dot.gov, abcnews.go.com, usatoday.com, news.yahoo.com*

Regional

Amtrak to spend USD \$1.3 billion in stimulus grants

Details of the Amtrak economic stimulus grant spending plan were recently announced by a long-time customer—U.S. Vice President Joe Biden. Plans include:

- A new station for the Auto Train southern terminus in Sanford, Florida (which is replacing the previous station that received major hurricane damage) costing USD \$10.5 million.
- Restoration and upgrades to Wilmington Delaware's historic train station for USD \$21 million.
- An amount of USD \$82 million for rehabilitating 68 passenger cars that have been in storage due to lack of funding for repairs. Repair work is to be done in Indiana and Delaware.
- A USD \$105 million replacement of a 102-year-old drawbridge over the Niantic River near East Lyme, Connecticut.
- And various other repairs to Amtrak facilities across the country.

Source: *travelweekly.com, whitehouse.gov*

Canadian Transportation Agency offers guidance for travelers with disabilities

Last month, the Canadian Transportation Agency released a publication titled "Take Charge of Your Travel" to offer advice and information for travelers with disabilities. The goal of this publication is to simplify the travel process for passengers who plan to travel by air, rail, passenger ferries, and buses.

This free publication also includes a reservation checklist tool, and covers topics including travel preparations, traveling with a service animal,

mobility aids, security screening and more. Additional detail is available [online](#).

Source: cta-otc.gc.ca

International

Airlines respond to decrease in international travel

Several U. S. airlines recently announced plans to keep planes on the ground in response to declining air travel projections as businesses and consumers reduce travel plans. Delta announced it plans to reduce international capacity by 10 percent by decreasing transatlantic and transpacific markets. United Airlines is cutting overseas seats by 15 percent; and AMR, American Airlines' parent company is cutting its international capacity by 2.5 percent and its domestic seats by 9 percent.

Sources: *BTNonline, BNET*

Government/Legislation

U.S. airports to receive stimulus money

Numerous airports are on the list to receive infrastructure project funding from the U.S. stimulus package, formally known as the American Recovery and Reinvestment Act of 2009. Airports are taking advantage of the additional financial support in 2009 as the funding is expected to increase jobs, enable runway improvements and infrastructure projects, and increase safety and security.

The roughly 3,400 airports designated as part of the national airport system are eligible to receive Recovery Act funds. Among the list of airports to receive the funds are Pittsburgh International Airport, Los Angeles International Airport, Miami International Airport as well as Hartsfield-Jackson Atlanta, Newark Liberty, Milwaukee's General Mitchell International Airport and local public airports in Maine and Oklahoma. Projects include: runway construction and repair, runway and taxiway lighting improvements, and the construction of rescue and firefighting buildings.

The current Federal Aviation Administration's Airport Improvement Program funds total roughly USD \$3.5 billion a year, and the stimulus program added over USD \$1 billion to allocate to the qualified airports. In order to be eligible for the funds, projects' design and bid phases must be completed by mid-April 2009. The Recovery Act further requires that 50 percent of the funds be awarded by June 2009.

Sources: faa.gov, dot.gov, usatoday.com

Some Boeing 777s receive new/revised FAA safety directive

Boeing 777s equipped with Rolls-Royce engines have received a revised airworthiness directive that adds further procedures to prevent ice buildup that can clog fuel lines. This directive affects 56 U.S. aircraft, and a total of 228 worldwide. A review of other 777 engine combinations has not revealed this problem in the fuel lines.

Following a Boeing 777 accident in January 2008 at Heathrow Airport, a British investigation found that during long trips ice can accumulate in the main fuel tank and break free, blocking the fuel flow to the engines when the plane's power is increased.

Source: faa.gov

Technology

Cellular devices serve multiple travel-related purposes

Surveys have shown that the vast majority of air passengers travel with a mobile phone or personal digital assistant (PDA). Business travelers, in particular, tend to be the most technologically savvy. Acknowledging this trend, airports, airlines, and rail services are looking to take advantage of the potential uses of these devices to improve customer service.

Japan began using mobile devices to improve airline customer service in 2004, and globally, further enhancements have been made in the last five years. Recently, pilot programs have been developed to test the use of mobile devices as boarding passes at airports throughout the United States. Rather than print a paper boarding pass, travelers receive a barcode that is displayed on the mobile device containing passenger and flight information. Details regarding U.S. airlines and airports offering this option can be found at the Transportation Security Administration [Web site](#).

Text messaging capabilities can further communicate information about rebooked flights, gate assignments, flight departure and arrival times, and weather alerts. Experts predict that by the end of the year, nearly 90 percent of the world's airlines are expected to offer Short Message Service (SMS) text messaging to update passengers on their flight status.

Sources: *ATW Online*, www.sabreairlinesolutions.com, www.ana.co, www.tsa.gov, www.aircanada.com

Industry Trends/Innovations

Environmental goals outlined for North American airports

As part of a growing trend, airports across North America are designing, conserving, and recycling their way into a greener future. Many of these environmental programs are producing savings that will help contain airport costs for their airline occupants.

Greg Principato, president of the Airports Council International-North America (ACI-NA), recently announced adoption of "ambitious airport

environmental goals" to be accomplished by members over the next decade. Among the adopted goals are: Every member airport "will strive to have an environmental policy statement by 2010" and an Environmental Management System in place by 2014 at large airports, 2016 at medium airports and 2019 at small airports.

The council also set specific target dates in areas affecting climate, local air quality, energy conservation, noise, water quality, and waste management. The goals include increased recycling, water conservation, spill reduction training, widespread introduction of low-emission ground vehicles, and loading bridges equipped with pre-conditioned air and power.

ACI-NA's membership comprises 174 airport operators with 366 airports in the United States and 49 airport operators with 180 airports in Canada.

Sources: ATW Online, www.aci-na.org