



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

How do you feel about airport security checkpoints using whole body imaging technology?

- I support it
- I oppose it
- I am indifferent
- I am unfamiliar with the technology

Submit your response [here](#).

April survey results

The April survey question and results were as follows:

When traveling for business, do you travel via rail?

- 8% responded "Yes, both on international and domestic trips"
- 6% responded "Yes, mainly on domestic trips"
- 16% responded "Yes, mainly on international trips"
- 70% responded "No, not at all"

Green Tip of the Month

Donate old mobile phones, personal digital assistants (PDAs), and laptops rather than throwing them away.

Current Events

Passenger screening conducted in response to H1N1 virus

As previously reported, in response to travel-related concerns for the H1N1 virus, various countries have been screening passengers arriving from affected countries, including the United States, Canada, and Mexico. These screenings are taking place at points of entry for land, air, and sea.

Regarding these same countries, current process is:

- The **United States** is not conducting enhanced entry screening of passengers arriving from Mexico, nor is the United States conducting exit screening for passengers leaving Mexico.
- In **Canada**, all arriving travelers may be subject to routine screening with quarantine offices stationed at all airports taking direct flights from Mexico.
- In **Mexico**, screening is being conducted at airports and land borders for any passengers departing Mexico. Passengers with virus symptoms will be asked to have a voluntary physical examination for further evaluation.

CWT clients are encouraged to inform their travelers that these screenings are continuing for the time being and that processes vary by country.

Screening techniques include:

- Thermal scans to detect any fever
- Health declaration card completion for official documentation
- Disinfectant foot mats for travelers to wipe their shoes
- On-board screening done by flight crews and Centers for Disease Control and Prevention (CDC) quarantine officials in some impacted areas globally

At this time, any passenger believed to be ill or displaying symptoms such as high fever, coughing, nausea, and/or diarrhea, impaired breathing, or a skin rash may be subject to quarantine for up to seven days in certain countries. Medical attention is generally provided at a cost to the traveler, according to the CDC.

Because screening specifics are continually evolving, CWT travelers are encouraged to monitor updates from their airlines and/or local authorities in their departure and arrival destinations to determine potential travel delays.

As of publication time, the CDC was continuing to recommend that U.S. travelers avoid all nonessential travel to Mexico. The World Health Organization (WHO) has not imposed or recommended travel restrictions related to the virus. According to the WHO, imposing restrictions of this nature will do little to stop the spread of this specific virus. "International travel moves rapidly, with large numbers of individuals visiting various parts of the world. Limiting travel and imposing travel restrictions would have very little effect on stopping the virus from spreading, but would be highly disruptive to the global community," the WHO said in a prepared statement.

Recommending “continued precaution” for travelers, the CDC has provided detailed advice around pre-trip, during travel, and post-trip behavior to reduce individual risk of contamination. See:

<http://wwwn.cdc.gov/travel/contentSwineFluUS.aspx>.

As always, CWT emphasizes travelers should consult with their organization’s corporate policy to align with specific safety and security instructions prior to booking any travel. CWT’s Crisis Management team continues to monitor the situation and provide updates as appropriate. In addition, frequent updates are readily available directly from the [CDC](#).

Sources: CWT, cdc.gov, who.int

Secure Flight program proceeds toward implementation

As previously reported in *CWT Traveler*, the U.S. Department of Homeland Security’s (DHS) Secure Flight program is scheduled for implementation throughout 2009 and 2010. The information below outlines key details and dates associated with the program.

Overview

- Secure Flight transfers the responsibility for pre-departure watch list matching from airlines to the Transportation Security Administration (TSA)
- Program will request that travelers provide full name, date of birth, gender and redress number (if applicable) when booking airline flights—in an effort to reduce false matches to watch list names
- Data will be transmitted from the airlines to the TSA 72 hours in advance of travel, or at the time of booking for flights booked less than 72 hours in advance

Key dates

- **May 15, 2009**—Secure Flight requests that travelers begin using their full name (as it appears on the government-issued identification they plan to use at the airport), when making airline reservations*
- **August 15, 2009**—Passengers will be requested to provide date of birth, gender and redress number (if applicable) when booking airline flights (for flights that operate **within** the United States)
- **October 31, 2009**—Passengers will be requested to provide date of birth, gender and redress number (if applicable) when booking airline flights (for flights **into, out of, and over** the United States)
- **Early 2010**—The TSA plans to conduct watch list matching for 100 percent of passengers on all domestic commercial flights
- **End of 2010**—The TSA plans to conduct watch list matching for 100 percent of passengers on all international commercial flights

CWT’s role

- Coordinate all profile systems, booking tools and travel counselor processes to prepare for the collection and transmission of Secure Flight data
- Request, collect, and transmit the Secure Flight data elements to the airlines as a part of each reservation made with CWT

(regardless of booking method) in advance of TSA deadlines – for the airlines' transmission to the TSA

Potential traveler impact

- Travelers who elect not to provide the Secure Flight data in their reservation may be denied online check-in, requested to provide the data at the airport, and/or subject to additional screening and potential delays

Additional information, including details of the program and its associated Privacy Program, can be found on the [TSA Web Site](#).

*The TSA has stated that small differences between the passenger's ID and the name on their reservation (such as including no middle name, only a middle initial or full middle name) will not be an issue for passengers in the near future. TSA recommends that over time, passengers should aim for consistency between the name on their government-issued ID and their travel information.

Sources: *tsa.gov, CWT*

787 Dreamliner readied for first flight

Boeing expects the 787 Dreamliner to make its first flight by July 1, which is about two years behind the original schedule. In a May 3 news release, Scott Fancher, vice president and general manager of the 787 Dreamliner program said, "We are making great progress and moving ever-closer to first flight."

Boeing reports that over recent weeks the 787 has "completed a rigorous series of tests including build verification tests, structures and systems integration tests, landing gear swings and factory gauntlet, which is the full simulation of the first flight using the actual airplane... the simulation also included manual and automatic landings and an extensive suite of subsequent ground tests."

Boeing has 846 orders for the plane that promises fuel efficiency and cost savings over the wide-body jets it will replace.

Sources: *usatoday.com, boeing.com*

Travel Tips

Traveling to Belgium

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 Belgium.

Good to know:

- Most Belgians take a one-month vacation annually.
- Belgium is six hours ahead of U.S. Eastern Standard Time (EST).

- Conversing with Belgians while you have your hand in your pocket is considered rude.
- When gifts are given, it is considered polite to open the gift immediately in front of the gift giver.
- Conservative dress is the norm in Belgium. Clothes should be clean and pressed.

In business:

- When scheduling a business meeting, always phone or e-mail at least one week in advance.
- It is important to use high-quality graphics during business presentations, Belgians value visuals.
- Be punctual. Always arrive on time or earlier for a business meeting.
- The first business meeting is usually a social one. Some Belgians like to get to know a person before they decide whether they want to conduct business with them.
- Exchanging business cards is a standard practice in Belgium. It is good to have business cards translated on the reverse side; present the side of the card with the language of your colleague facing him or her.

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.

How to avoid travel scams

Be alert. Keep belongings close. Read the fine print. Ask questions. Avoiding travel scams can save business travelers time and money; and can also keep traveling a stress-free experience. Below are a couple of common travel scams to watch for during business or leisure travel, and tips on avoiding them.

Airport security area theft—Travelers should try to have their belongings pass through the metal detector simultaneously with themselves. Keep a close eye on MP3 players and laptops during the security check, as these items may be appealing to potential thieves. Always have luggage and personal items in close proximity if selected for a secondary screening.

Taxi scams—Some cab drivers may attempt to take advantage of visitors who appear to have no idea where they are going. Scams usually involve taking a much longer route than necessary to the destination or even "forgetting" to turn on the meter. When travelling, it is advised to use certified hotel or airport taxis, or the employer's preferred ground transportation provider, if applicable. If this is not possible, try to have the route mapped out prior to the taxi ride or question the driver if he/she seems to be driving out of the way.

Source: ForbesTraveler.com, www.msnbc.msn.com

Supplier News

US Airlines adjust baggage fees

In recent weeks, a few U.S. airlines have introduced changes to their checked baggage fees. Notably, Delta Air Lines and Northwest Airlines announced that they will begin charging a fee for the second checked bag for international economy travel. US Airways and United Airlines announced that they will be charging an additional fee for the first and second checked bags for domestic travel when baggage fees are paid at the airport.

An overview of baggage policies, fees, and effective dates for policy changes for North American air carriers can be found on the [CWT US Web site](#). Policies are subject to change at any time

Sources: CWT, delta.com, nwa.com, usairways.com, united.com

Hotel loyalty programs offer new benefits

Nearly all hotel loyalty programs allow members to exchange points for free room nights, but in tougher economic times, the programs get more creative and offer guests a broad choice of benefits. Depending on the hotel chain, programs also offer other awards, including merchandise, gift certificates for restaurants and concert tickets, discounts on airline tickets, or an opportunity to donate to charity.

Guests at Marriott and Hilton hotels can redeem points earned through their loyalty programs for time on a golf course. Members of the Starwood Preferred Guest program can accumulate Starpoints to bid on tickets to world-class entertainment and sports events.

Omni Hotels recently expanded its loyalty program, adding a new tier above the gold and platinum levels for its most frequent guests. It is also introducing new benefits to existing tiers and offering guests the opportunity to earn free room nights.

As a reminder, travelers should always book with their company's preferred hotels, as outlined in the company travel policy.

Sources: BTN Online, The Montreal Gazette

Regional

Plans to privatize Chicago Midway fall through

As previously reported in *CWT Traveler*, Chicago Midway Airport was the first major U.S. hub airport to consider private ownership. Midway became eligible for leasing because Chicago decided to take part in a Federal Aviation Administration (FAA) experimental program to explore privatization to generate capital.

Recent announcements have cited a lack of necessary capital as the reason the privatization plans are no longer moving forward. While privatization

may still be considered at a later date, plans will likely not move forward until "market conditions improve."

Sources: *CWT Traveler*, *USA TODAY*, *Aviation Week*

International

China visa rules modified for US citizens

According to reports from the Associated Press, China has modified its rules regarding visa processing for U.S. citizens. Processing time for visa applications is estimated at six business days, and expedited visa processing is currently suspended for U.S. travelers. Previously, visas could be processed in as little as one day using express service.

In addition, visa applicants must complete a declaration form, outlining the countries and U.S. states they have visited over the previous two weeks. These new visa regulations went into effect as of May 4.

Sources: *Associated Press*, *CWT*

One emergency number for travelers in Europe

When traveling abroad, travelers may want to know that there is one internationally recognized number that will connect a caller to the emergency services (ambulance, fire response, police) in all 27 European Union (EU) member states.

Although local emergency numbers vary from country to country (e.g. 911 in North America), the emergency number 112, introduced in 1991, works in all EU member states: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Calls to this number are free of charge from both land line and mobile phones. Private companies provide 24-hour access to interpreters who can provide help.

Sources: *cnn.com*, *www.eena.org*

Government/Legislation

WHTI land/sea rules in effect as of June 1

As part of the Western Hemisphere Travel Initiative (WHTI), beginning June 1, 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.

A complete list of acceptable documentation can be found on the U.S. Department of Homeland Security [Web site](#). The Web site notes that the WHTI-compliant documents it describes are acceptable for entry or re-entry into the United States—that additional or different travel documents may be required when entering foreign countries and therefore, travelers should know requirements for destination countries as well. The U.S. Department of State Web site provides such information at its “Country Specific Information” [link](#).

The goal of the WHTI is to strengthen U.S. border security while facilitating entry for U.S. citizens and legitimate foreign visitors by providing standardized documentation to quickly and reliably identify a traveler.

Sources: [travel.state.gov](#), [dhs.gov](#)

No legal imperative for missing-bags compensation

According to the Air Transport Users Council (AUC), airlines worldwide are offering too little compensation for missing bags. The limit—up to \$1,500 for a missing or damaged bag on international flights—is set by the Montreal Convention, which governs airlines’ liability for passengers and their baggage. Industry data show more than 40 million bags were mishandled worldwide in 2007.

While claims have been made for the upward limits per bag, airlines can make reimbursements of only a fraction of the claim if receipts for the bag’s contents are not available. The AUC says that neither it, nor any other body can force the airlines to change the way they handle these claims.

The AUC does have some suggestions for travelers including pursuing the airline in small claims court if they believe they have a strong case. They also suggest that if a bag is lost, the traveler should ask the airline how much money may be spent to cover the loss and resultant inconvenience.

Other suggestions are:

- Use a secure and accurate identity tag on bag. Some bags go missing when separated from the airline’s sticker tags.
- Leave a little extra space in the bag when packing. Overstuffed bags are more likely to break or become damaged as they move through handling systems.
- Create a bag inventory and costs list. Frequent fliers may want to create a standard form that can be completed easily for each trip.

For additional information regarding lost luggage compensation and rules for domestic and international travel, visit the U.S. Air Consumer Protection Division [Web site](#) or the Canadian Transportation Administration [Web site](#).

Source: [cnn.com](#), [www.airconsumer.ost.dot.gov](#)

Technology

TSA moves forward with 'whole body imaging' security check

The U.S. Transportation Security Administration (TSA) uses an umbrella term—whole body imaging—to describe the technologies that enable it to detect prohibited items that may be concealed under layers of clothing without physical contact with the traveler. The TSA says the imaging is safe and voluntary for passengers and saves time at the checkpoint.

Whole body imaging is being used as primary screening for passengers at six of the nineteen airports across the nation using this technology. The TSA says the technology improves security and reduces the need for pat-down searches for passengers with medical conditions such as joint replacement and prosthetics—taking about 15 seconds as opposed to a two- to four-minute pat down.

The TSA says “privacy is ensured through the anonymity of the image...the security officer attending to the passenger never sees the image and the officer viewing the image is remotely located and never sees the passenger.” The officers communicate wirelessly to clear the passenger for travel. The TSA says the machines have zero storage capacity so that images cannot be stored, transmitted, or printed, and are deleted immediately once viewed; and that facial images are blurred.

The air-traveling public seems to be paying much more attention to whole body imaging since it has been made aware that it is becoming more commonplace and is to replace the metal detectors to which travelers have become accustomed.

Concerns about privacy are key. Instances of travelers not being aware that this imaging is being done—confusing it with the “air puff” testing being done at some airports—have been reported. Travelers report stepping into an area marked with “foot prints” in the security check areas and not knowing that they have just been “imaged.” Some travelers find this troublesome and consider it a violation of their privacy.

Travelers can visit the TSA [Web site](#) for detailed information about which airports are using this imaging technology and detailed descriptions of how it works, along with media stories about it.

Canadian airports have tested the scanners as well. The imaging technology was tested in 2008 at Kelowna International Airport in British Columbia. The Canadian Air Transportation Security Authority is considering installing the scanners in seven additional airports, although this is still subject to approval.

Sources: nytimes.com, tsa.gov, vancouver.sun.com

Data security tips for business travelers

Business professionals often travel with sensitive material, and data security can be of concern for travelers. Security checkpoints, delayed and cancelled flights, and separation from carry-on baggage can sometimes get

in the way of keeping our items protected. Travelers can take certain precautions to ensure sensitive information remains private and secure.

- Be aware of the data classification level of the information on laptops or other portable work-related equipment (personal digital assistant [PDA], cell phone, etc).
- Whenever possible, send sensitive and classified information via secure facsimile, e-mail or postal service versus carrying it, as it involves less risk.
- Remove any unnecessary credit cards or documents from carry-on baggage that are not needed. Separate personal documents or portable media from laptops.
- Prior to flight, register valuables at the Customs Entrance and Clearance Desk at the airport before leaving the country.
- Risk levels vary from country to country and from time to time. Check the U.S. Department of State Web site and other current travel advisories regarding risks and local regulations in the destination country/ countries.
- Make copies of important documents (passport, air tickets, credit cards, etc.). In the event these items are lost, this will simplify the process of reporting and replacing them.
- Have laptop battery charged or the power cord handy. Laptops sometimes need to be opened and turned on for security personnel. Travelers may not be permitted to take them on board the aircraft if they can't be turned on.
- Consider using a checkpoint friendly laptop bag to better protect the laptop. This specially designed luggage will allow laptops to remain in bags for screening.
- Identify the computer with personal contact information as well as the serial number.
- Do not leave sensitive material (laptop, portable media, confidential documents, etc.) unattended. Lock equipment in the airport, car trunk, or hotel safe when necessary. Use hard, lockable luggage as well as TSA-approved locks.
- Do not discuss or work with sensitive information in a public place, including an airplane.
- Ensure the privacy of laptop on-screen data; other passengers may be able to view this confidential information. Consider using a blackout privacy screen that makes on-screen data visible only to persons directly in front of the monitor.
- Check to see if employer supports mandatory, annual security awareness training for employees.
- Report any suspicious activity or security incident during foreign travel to employer security office or to the appropriate government agency.

Sources: Business Travel Executive, United States Department of Agriculture, tsa.gov

Industry Trends/Innovations

Airport customer service ranked by survey results

The Airport Service Quality Survey benchmarks participating airports around the world—more than 120 airports in about 45 countries. The 2008 results were recently reported by the Airports Council International. Throughout 2008, more than 200,000 passengers took the survey in airports that participate voluntarily, rating the quality of airport service they experienced. All airports use the same questionnaire and follow the same methodology.

Based on these survey results, the three international airports receiving highest rankings worldwide were: Seoul Incheon International Airport in South Korea, Singapore Changi Airport, and Hong Kong International Airport. In North America, Halifax Stanfield International Airport, Ottawa International Airport, and Austin Bergstrom International Airport were recognized.

All participating airports receive survey data for all airports to allow for best practice identification, performance metrics, and financial and workforce effort focus.

To view survey results, organized by category, visit:
<http://www.airportservicequality.aero/>.

Sources: www.aci.aero, www.mspairport.com