



CWT Traveler

CURRENT NEWS AFFECTING TODAY'S BUSINESS TRAVELER

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

In response to the U.S. Department of Homeland Security's Secure Flight program, do you plan to provide your full name, date of birth and gender when making airline reservations (or in your traveler profile)?

- Yes
- No
- Maybe
- I'm unfamiliar with the program and its requirements

Submit your response [here](#).

June survey results

The June survey question and results were as follows:

Which of the following social media tools do you use, for personal and/or professional use? (95 readers responded)

- 47 responded "Facebook (personally)"
- 4 responded "Facebook (professionally)"
- 10 responded "Twitter (personally)"
- 2 responded "Twitter (professionally)"
- 5 responded "Blogs (personally)"
- 1 responded "Blogs (professionally)"
- 15 responded "LinkedIn (personally)"
- 39 responded "LinkedIn (professionally)"
- 5 responded "I do not use any social media at this time, but plan to in the future."
- 36 responded "I do not use any social media at this time, and have no plans to do so in the future."

Green Tip of the Month

At home:

Instead of throwing them in the trash, compost food scraps and organic materials.

Current Events

Clear ceases operations

As reported through its corporate Web site, Verified Identity Pass, Inc, the parent company of Clear, which operated the Clear Registered Traveler program, ceased all operations effective 1 a.m. CDT, June 23, 2009. Clear's corporate Web site stated the reason for the closure simply as the company "has been unable to negotiate an agreement with its senior creditor."

Travelers with a Clear Registered Traveler program pass will no longer have access to designated security express lanes at airports nationwide. This change has the potential of causing longer lines and delays at security checkpoints. CWT ticketed passengers are advised to carry the appropriate identification and follow airline guidelines by allowing sufficient time to navigate airport security.

CWT does not have a business relationship with Clear and is unable to negotiate any membership reimbursements or other compensation on behalf of clients.

At this time, no other information is available; however, CWT will notify clients of any updates as appropriate. CWT clients with membership passes are also encouraged to visit www.flyclear.com for the most current information.

Sources: Carlson Wagonlit Travel, flyclear.com

FAA plans emergency actions to improve regional-airline safety

Responding to concerns over poor piloting and fatigue, and a string of six fatal commuter plane crashes, Federal Aviation Administration (FAA) and U.S. Department of Transportation top officials met to address the shortcomings brought to light by the February 12 crash of Continental Express Flight 3407 from Newark, in which 50 people were killed. Regional airlines operate primarily under contract to the major carriers and fly half of all flights, carrying approximately 20 percent of passengers.

Randy Babbitt, the newly confirmed FAA Administrator, said that safety among the smaller airlines is not always the same as that of the majors, stating, "The last few months...are an indication that some things aren't right."

Following the daylong, closed meeting with government, airline, and union officials, the FAA laid out intentions and plans. Babbitt, a former consultant and Eastern Airlines pilot, said he would use his new position to make changes including new safety rules for regional carriers, some of which are listed below.

- Create new regulations on how many hours a pilot can work.
- Have safety programs in place that require close monitoring of data from every flight.

- Make changes in the law that gives airlines the right to get pilots' detailed work histories; requiring job applicants to waive their right to privacy so that the FAA can provide data about the pilots' performance.

Babbitt also expressed opinions that the major airlines should be more involved in regional carrier pilot training, with senior pilots mentoring the entry-level pilots; and that starting salaries are a concern—the “best and brightest” are not going to be available for long at USD \$24,000 per year.

Sources: *New York Times*, *Los Angeles Times*, *Businessweek.com*

Travel Tips

Traveling to Norway

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 Norway.

Good to know:

- Norway is an extremely safe country; the primary hazard is winter weather.
- The official language in Norway is Norwegian; however most Norwegians have studied English and it is widely spoken in business meetings and the major cities.
- Norway declined to join the European Union in 1994.
- Norwegians tend to be more informal than the other Scandinavian countries, and tend to be the least punctual people in northern Europe.
- The handshake is the standard greeting for men and women.
- Norway's oil and gas reserves help provide a high level of wealth for its small population, which uses it to develop and sustain a politically and economically equal society with a high quality of life. Norway has been rated as the best place to live in the world by the United Nations several times—life expectancy is 79 years.
- Norway is a multiparty constitutional monarchy.
- Coffee and milk are mainstays of the diet; but never mixed.
- The North American “okay” gesture is considered insulting.

In business:

- As a foreigner, it is advised to be punctual for both business and social events, even though Norwegians themselves are not so insistent upon it.
- The workweek is Monday through Friday from 8 a.m. to 4 p.m. Norwegians arrive and leave promptly, going home for dinner, which is usually at 5 p.m.
- Like most of Europe, the date is written with the day first, then the month, then the year.

- Avoid business trips during the Easter season and in July and August when most take vacations.
- Norwegians may have a “take it or leave it” attitude, and are not known for compromising.
- Norwegians are wary of American concerns about legal matters—written confirmation of business deals will suffice. Use discretion about using lawyers.
- Avoid personal topics—health, employment, and criticism of other peoples and political systems, as tolerance is highly valued.
- Do not complain about prices in Norway; they are well aware of the high cost of living.
- Giving gifts is not part of doing business.
- Norwegians tend to dress less formally for business than North Americans, however, dress for business as usual. Men should wear ties for meetings but a sports jacket is usually acceptable. Women may wear suits, dresses, or pants.

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

Traveler actions can help optimize hotel spend

Recent research by the CWT Travel Management Institute revealed a variety of ways in which companies can optimize their hotel spend and increase savings. While many of the key findings offered steps that travel managers can take to develop and implement an effective hotel program, many of these steps rely on traveler actions and policy compliance to maximize their effectiveness.

Travelers should keep the following items in mind when planning and booking hotel stays:

- **Know the corporate policies regarding hotels.** What categories of hotels are approved, what properties are preferred, what if a preferred property is not available?
- **Know the appropriate hotel booking process.** How far in advance should the hotel be booked, what booking channel should be used?
- **Know the preferred method of payment for hotel stays.** Should the corporate credit card be used, should the hotel be direct billed, how should expenses be captured for expense reporting purposes?

Most of these questions should be addressed within the corporate travel policy. By following corporate travel policies and guidelines, travelers can play a significant role in the success of their company’s hotel program.

Source: CWT Travel Management Institute

One more thing to bug travelers

Along with checked-bag fees, gel and liquid limits, new passport requirements, and other recently imposed security precautions, travelers

have one more thing to consider: bedbugs. No longer a problem to be considered only when traveling to some far-flung destination or a seedy hotel, bedbugs are showing up everywhere from college dorms to swanky hotels around the world.

The pests were nearly eradicated in the United States in the 1950s; however, today they are flourishing—some say due to increased international travel and the ban on many insecticides. While bedbugs can have a significant impact on people emotionally and financially as it can take up to four months before an infestation is detected, the “good” news is that they do not transmit disease as many people think. In addition, the hospitality industry is working to train staff and increase inspections, including the use of specially trained sniffer dogs.

Travelers can take steps to avoid picking up the unwelcome hitchhikers by doing the following.

Before travel (at home)

- Protect your bed with specially designed encasements. Example at www.bedshield.com.
- Carry large plastic bags in vehicle to place bags in after trip.

During travel

- Check bed out. Look at mattress seams, under box springs, behind headboard—flat, brown, wingless and about a quarter-inch long, bedbugs look similar to wood ticks.
- Fecal deposits appear as a scattering of pepper; if signs are detected, contact management.
- Do NOT place luggage on floor or bed; use luggage rack or bathtub/shower.
- Place worn clothing in a sealed bag away from other clothing.
- Place luggage into plastic bags before placing in your vehicle.

Upon return

- Keep luggage out of dwelling or in plastic bags while unpacking.
- High heat kills bedbugs and eggs—wash and dry items on highest setting allowed for fabric.
- Items to be dry cleaned need to be kept sealed; let the dry cleaner know they may have been exposed to bedbugs.
- Most suitcases can be hand-washed with hot, soapy water. Use a brush along seams.

Recent legislation (H.R. 2248: “Don’t Let The Bedbugs Bite) would dedicate USD \$50 million from the Department of Commerce for training health inspectors and increase inspections in hotels and motels, as well as in multiple family dwellings.

Richard Cooper, the president (and entomologist) of Bedbug Central, a Web site to educate and provide protective products, says that bedbugs are a worldwide problem, and “knowledge and public awareness are the best weapons we have against them.”

Sources: Minneapolis Star Tribune, www.bedbugcentral.com

Supplier News

Northwest and Delta loyalty programs move toward integration

Following the merger, Delta is in the process of fully integrating Northwest into its operations. Currently, the Delta and Northwest frequent flier programs are still separate, but later this year the SkyMiles and WorldPerks programs will be merged into one loyalty program. Below are some key details to keep in mind as this process takes place.

Profile: Ensure profile information is up to date with Delta SkyMiles at: <http://www.delta.com/profile/index.jsp> and/or Northwest at: <https://www.nwa.com/SSO-RP/MyNWAPrefs>.

Register: Register to receive emails from the airlines during the transition to ensure receipt of the most up-to-date information.

Link accounts and transfer miles: Travelers who have both a SkyMiles and WorldPerks account can now link accounts and transfer miles between accounts. Travelers can visit <http://www.nwa.com/worldperks/acctlink/> to consolidate account history and balances and use benefits of both programs before they're fully integrated.

WorldPerks credit card deactivation: Effective no later than July 17, 2009, WorldPerks credit card holders will no longer earn WorldPerks and the card will no longer be active. Travelers who would like to earn Delta SkyMiles from credit card purchases must apply for a Delta SkyMiles credit card.

In addition, the latest merger information can be found on the Delta and Northwest Web sites: www.delta.com and www.nwa.com.

Sources: deltaskymilescard.com, nwa.com, minnesota.publicradio.org, Carlson Wagonlit Travel

United moves to shift credit card costs to agencies

CWT has learned that effective July 20, United Airlines is requiring an unknown number of travel agencies to process credit card transactions using their own merchant accounts and thereby absorbing United's merchant fees.

CWT clients are advised that this initiative does not apply to CWT or its clients at this time. CWT will continue to monitor this situation and work with all airlines to ensure the best interests of mutual clients.

Source: Carlson Wagonlit Travel

Airlines respond to lower demand

According to the International Air Transport Association (IATA), the world's airlines are projecting a collective loss this year of USD \$9 billion. In the first quarter alone, IATA reported 50 airlines lost more than USD \$3 billion. The projected loss for 2009 reflects a continued slowdown in air travel and cargo demand.

According to IATA, the hardest hit region will continue to be Asia-Pacific due to the sharp slowdown in Japan, China, and India. Carrier losses in the region are expected to hit USD \$3.3 billion, worse than the previous forecast of USD \$1.7 billion, but better than the USD \$3.9 billion losses last year. Although losses in North America are expected to hit USD \$1 billion, they reached USD \$5.1 billion in 2008. Despite strong traffic, Middle Eastern carriers are expected to see losses deepen to USD \$1.5 billion as the region's intercontinental hubs are vulnerable to the recession in Europe and Asia. European airlines are expected to lose USD \$1.8 billion this year, Latin American carriers USD \$900 million, and African airlines USD \$500 million.

Capacity cuts are one approach airlines have taken (and continue to take) in an effort to control costs. Considering that fewer seats may be available on certain routes, travelers are encouraged to book in advance to secure space on their desired flights.

Baggage fees and other a-la-carte fees also remain in place at many airlines in an effort to boost revenue. Travelers should be aware of their corporate policies regarding payment methods and expense reimbursement for such services.

Sources: USA Today, IATA

Regional

New runway safety system operating at LAX

Los Angeles International Airport (LAX) has a new safety system that alerts pilots to potential runway collisions. Connected to LAX's ground radar system, the runway status lights alert pilots approaching a runway with red lights imbedded in the pavement if ground surveillance radar detects traffic on or approaching the runway. When pilots see the lights they must stop until air traffic control gives clearance to cross or enter the runway. Ground traffic will also use the system.

The system is currently in use at Dallas/Fort Worth International Airport and San Diego International Airport where it has proven highly effective in preventing runway incidents. The Federal Aviation Administration (FAA) plans to deploy runway status lights at almost 20 other U.S. airports by 2011. More information can be found on the [FAA Web site](#).

Source: www.faa.gov

International

DHS tests exit fingerprinting

In May, the U.S. Department of Homeland Security (DHS) began a test program, collecting digital fingerprints from non-U.S. citizens departing the United States in an effort to determine if visitors have over extended their visas.

The exit pilot program was conducted until July 2 at Hartsfield-Jackson Atlanta International Airport and Detroit Metropolitan Wayne County Airport. DHS will be evaluating the data before the official rulemaking takes place.

DHS already collects fingerprints from arriving visitors under the United States Visitor and Immigrant Status Indicator Technology (US-VISIT) program. According to the DHS, similar biometric data has been used since 2004 to help DHS prevent the use of fraudulent documents, identity theft and prohibited criminals and immigration violators from entering the United States.

DHS plans to implement the new exit procedures within the next two years, which will either remain at security checkpoints or airport gates. The overall development is expected to occur over the next 10 years and is estimated to cost more than USD \$12 billion (according to estimates by the International Air Transport Association).

Sources: dhs.gov, ajc.com, atlanta.bizjournals.com, travelweekly.com

Government/Legislation

Secure Flight to begin requiring DOB/gender information August 15

Beginning August 15, the U.S. Department of Homeland Security's (DHS) Secure Flight program will begin requiring U.S. airlines to collect traveler date of birth and gender for all domestic travel, in addition to the previously required element of full name as shown on the government-issued identification the traveler plans to use at the airport. Not all airlines will begin requesting this information at the same time, as each airline has its own implementation schedule with the U.S. Transportation Security Administration (TSA).

Secure Flight is a government-initiated program between the TSA and covered aircraft operators. As the liaison between travelers and airlines CWT began implementing process changes in June, well ahead of the TSA deadlines, to provide travelers ample time to prepare for the requirements scheduled for implementation throughout 2009/2010. An overview of the Secure Flight program can be found on the [TSA Web site](#).

Source: tsa.gov, Carlson Wagonlit Travel

TSA enhances airport security badge requirements

As of June 1, a new directive from the Transportation Security Administration (TSA) has been implemented. This new security directive to enhance airport security badge protocols is aimed at reducing any vulnerabilities from insider threats and will not impact passengers when they travel through airports.

This requirement expands the airport identification process to include private aircraft owners, general aviation maintenance providers, flight instructors, flight school students, and other airport tenants needing unescorted access to the airport's operations area. These individuals will be required to undergo security badge procedures, like those that other airport employees experience, which will include a security threat assessment (STA).

TSA conducts the security threat assessment process for individuals who apply for a secure area badge. TSA will also require airports to "verify, examine and retain all documentation related to airport workers." Previously, this was the responsibility of the employer.

Sources: tsa.gov, ainonline.com

Technology

Electronic boarding pass use expanding

Starting as a pilot program in the United States late last year, the use of electronic boarding passes displayed on smartphones continues to expand as airports install more scanners to read the bar-coded boarding passes.

American Airlines has just expanded service to include Las Vegas McCarran International Airport, Hartsfield-Jackson Atlanta International Airport, and Minneapolis-St. Paul International Airport. Delta Air Lines has added Salt Lake City International Airport to its list of e-boarding enabled airports that include Atlanta, Las Vegas, Memphis International Airport, Minneapolis-St. Paul, Detroit Wayne County Metropolitan Airport*, Indianapolis International Airport* and New York-LaGuardia Airport**.

Travelers who are interested in this efficient and easy e-boarding service—which also conserves paper—should visit the individual airline Web sites for the most current information regarding availability by city. From the Web site, travelers can check in and download bar-coded boarding passes to smartphones or personal digital assistants (PDAs) for scanning at security checkpoints and departing gates.

Airlines recommend the following process for e-boarding:

- At security and the gate, hold the e-boarding pass on the scanner. The agent will advise when the e-boarding pass has been validated for boarding.
- Ensure the entire barcode is visible on the screen of the device.
- Make certain the backlight is on when the barcode is being scanned.

If the scanner cannot read the e-boarding pass, a paper boarding pass will be required.

**Northwest only*

***Delta only*

Sources: USA Today, nwa.com

Alliance created to urge NextGen full funding

More than 250 organizations have joined to form the National Alliance to Advance NextGen (Next Generation Air Transportation System) under the leadership of the Port Authority of New York and New Jersey (PANYNJ). Representatives from business, travel, tourism, labor, education, airlines and aviation are urging full funding to overhaul the U.S. air traffic control system and reduce delays. The membership includes representatives from 21 states, the District of Columbia, and Brazil.

PANYNJ Chair Anthony Corsica said, "We're tremendously excited about leading this effort to overhaul the nation's 1950s-era air traffic control system. This broad-based coalition reflects the importance of NextGen to America's economic future, and we look forward to securing federal funding for its implementation."

The Alliance is promoting a Federal Aviation Administration (FAA) Reauthorization Bill that incorporates an advanced global positioning system to efficiently move more aircraft requiring a long-term commitment from Congress and the Obama administration. An expected USD \$8 to \$10 billion will be necessary for the first 10 years and USD \$15 to \$22 billion through 2025. The Alliance is pushing for starting with the most congested airspace such as metropolitan New York, San Francisco, and Los Angeles areas.

Source: nan.tbtravel, panynj.gov

Industry Trends/Innovations

Demand for premium airline travel down in early 2009

The International Air Transport Association (IATA) monitors key statistics regarding premium air travel on a monthly basis. April 2009 figures indicate the number of passengers traveling on business- and first-class tickets fell 22 percent* as compared to April 2008, following a 19.2 percent fall during the first quarter.

According to Giovanni Bisignani, Director General and CEO of IATA, "Business travel is highly sensitive to problems in the economy and fell fast. Ticket numbers for business and other premium travel had already turned negative by the middle of 2008. Evidence indicates that many business travelers shifted to the back of the aircraft if they didn't cut travel altogether."

Air travel has become more affordable in early 2009, with “emerging excess capacity and intensified competition driving economy fares down 15 percent and average premium fares down over 20 percent.”

Complete details of the IATA findings can be accessed on the [IATA Web site](#).

**Note: In 2009, the Easter holiday fell in the month of April, while it fell in the month of March for 2008. IATA estimates that this may have cut premium travel by 5 percent.*

Sources: iata.org, Seattle Times