



# CWT Traveler

CURRENT NEWS AFFECTING TODAY'S BUSINESS TRAVELER

September 2009

## Survey

### *CWT Traveler* wants to know

*CWT Traveler* gives readers the opportunity to weigh in on topics of relevance to travelers. Each month a single survey question is posed, and the following month the results are revealed. Readers also have the option to submit survey questions for potential use in future issues of *CWT Traveler*. September's question is below, along with the link to submit a response.

**When purchasing items such as beverages, snacks, movies, etc. in flight, is your preference to pay using cash or credit/debit card?**

- Cash
- Credit/Debit card
- I do not purchase items in flight

Submit your response [here](#).

### August survey results

The August survey question and results were as follows:

**When traveling for business, do you ever use public Wi-Fi networks in airports, hotel lobbies, or other public spaces?**

- 69% responded "Yes"
- 31% responded "No"

## Green Tip of the Month

**On the road:**

Ask whether your hotel has recycling facilities for plastic bottles, cans, newspapers, etc.

## Current Events

### Hurricane travel tips

As hurricane season is upon us, there are simple actions travelers can take to make travel as easy and safe as possible. Below are some general tips:

**Educate yourself:** Hurricane season is typically June through November and can affect the islands in the Caribbean Sea, the northern coast of South America, Central America, Mexico, as well as many areas in the United States. Hurricanes may cause high winds, heavy rain, flooding, mudslides, and tornadoes. The U.S. Transportation Security Administration (TSA) recommends researching the destination region and becoming familiar with local medical facilities, public transportation, and other emergency resources, including the latest TSA security regulations.

**Plan ahead:** Travelers may want to devise an emergency plan in advance and be knowledgeable about alternate routes and travel arrangements. Travelers may also consider registering their trip when traveling abroad, which makes their presence and whereabouts known in case of emergency. U.S. citizens can do so at the nearest U.S. Embassy or Consulate through the State Department's [travel registration website](#), and Canadians can register at [voyage.gc.ca](#). In addition, it is recommend to keep an up-to-date list of local emergency phone numbers, as well as contact numbers for the nearest Embassy, Consulate, or Consular Agency.

**Check-in before you leave:** Confirm flights before leaving for the airport. Storms may cause airport closures or can result in limited flight availability. If traveling to a destination in the path of a hurricane (see common locations listed above), check to see if flights have been cancelled or if re-accommodation policies have been offered by airlines. As a standard rule, monitor local radio and other sources of information such as the [National Hurricane Center](#) or [the Canadian Hurricane Centre \(CHC\)](#).

**Insure yourself:** Leisure travelers may want to obtain travel insurance prior to their trip to cover unexpected expenses in the event of an emergency.

**Pack effectively:** Make baggage easily identifiable by labeling all bags, inside and out. Keep a first-aid kit, water, and non-perishable food items on hand. Protect vital travel documents in a waterproof container. Pack a portable, hand-crank or battery-powered weather radio and flashlight with fresh batteries.

**Stay connected:** Depending on the destination, travelers may want to obtain a cell phone that works internationally in order to stay in regular contact with family and friends. Leave a detailed itinerary and local contact information with a friend or family member.

*Sources: mspairport.com, travel.state.gov, voyage.gc.ca*

### Travel during flu season

With the standard flu season approaching, and the added risk of the H1N1 flu, travelers may want to take extra precautions to protect their health.

According to the U.S. Department of Health & Human Services, the seasonal flu and H1N1 flu are described as follows:

- **Seasonal (or common) flu** is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available. While flu outbreaks can happen as early as October, most of the time influenza activity peaks in January or later.
- **Novel H1N1 flu** is a new influenza virus causing illness in people. This new virus was first detected in the United States in April 2009, and has spread to many countries around the world.

As described on flu.gov, "the symptoms of H1N1 flu in people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with H1N1 flu. In the past, severe illness (pneumonia and respiratory failure) and deaths have been reported with H1N1 flu infection in people. Like seasonal flu, H1N1 flu may cause a worsening of underlying chronic medical conditions."

In adults, emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms improve but then return with fever and worse cough

Everyday preventive actions recommended by the Centers for Disease Control and Prevention (CDC) to limit the spread of flu include:

- Cover nose and mouth with a tissue when coughing or sneezing. Throw the tissue in the trash after using it.
- Wash hands often with soap and water, especially after coughing or sneezing. Alcohol-based hand cleaners are also effective.
- Avoid touching eyes, nose or mouth to prevent the spread of germs.
- Try to avoid close contact with sick people.
- For those who are sick with flu-like illness, CDC recommends that they stay home for at least 24 hours after their fever is gone except to get medical care or for other necessities. (The fever should be gone without the use of a fever-reducing medicine.)
- While sick, limit contact with others to keep from infecting them.

Visit the CDC website (<http://www.cdc.gov/h1n1flu/>) for additional information.

Sources: flu.gov, cdc.gov

## Travel Tips

### Traveling to Switzerland

*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 Switzerland.*

#### Good to know:

- Like most Europeans, when writing the date, the Swiss begin with the day first, followed by the month and then the year (e.g., Sept 15, 2009 would be written 15.9.09).
- Good topics of conversation in Switzerland are sports, travel, and food.
- The standard greeting among the Swiss is the handshake, even for children.
- It is proper etiquette to rise when being introduced to someone.
- It is considered discourteous to talk with hands in pockets.
- Always address Swiss adults by "Mr.", "Mrs.", or "Miss" followed by their surname.

#### In business:

- Punctuality is key. Always be on time for both business and social gatherings.
- It is advised not to schedule business appointments in July or August. This is when most of the Swiss take their vacation time.
- Business is considered a serious activity. The Swiss do not like to mix humor with business, especially during negotiations.
- Deliberations usually progress slowly. High-pressure tactics are not recommended to speed up the decision making process.
- If possible, one side of the visitor's business card should be translated into the language of the Swiss client. If unsure what language to choose, German is highly recommended.
- Business lunches and dinners are far more common than business breakfasts. Business dinners usually begin early, restaurants rarely stay open past 11:00 p.m. in Switzerland.

*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.*

### Travel policy—why to comply

With an effective and well-thought-out travel policy in place, compliance to the policy can benefit not only the company as a whole, but individual travelers as well.

#### Safety

- By booking travel via the approved channels, travelers can be efficiently located and assisted in the event of an emergency during travel.

- Sticking with approved hotels and ground transportation providers can help travelers ensure they are using only legitimate, respected vendors with company approved service/safety standards in place.

#### **Convenience**

- By using the appropriate payment methods (which may include corporate credit cards or direct billing to the vendor), travelers may find the expense reimbursement process to be more streamlined.
- By booking via the approved channels, travelers will have access to any after-hours traveler support numbers included as part of their travel program—in the event any last-minute re-scheduling or re-routing is necessary.
- Booking hotels via the approved method can help ensure travelers get all additional amenities that may have been negotiated into the corporate rate; for example, free breakfast, Wi-Fi, and parking.

#### **Savings**

- Organizations work to balance traveler comfort with cost savings to define acceptable classes of service for air and hotel travel. Abiding by these rules as outlined in the travel policy is an effective way for travelers to control costs on behalf of their company.
- Booking via the approved channels enables the company to more accurately report on travel volume with selected suppliers and to negotiate better discounts.
- By taking simple steps such as booking airline tickets well in advance of travel, travelers can help their organization achieve significant savings.

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.

*Sources: Carlson Wagonlit Travel, BTN*

## **Supplier News**

### **Airlines to charge for second checked bag on some international flights**

American Airlines, US Airways, United Airlines, and Continental Airlines have all recently announced a change to their baggage fees for certain international flights. Each carrier has introduced a fee for the second checked bag for travel from specific North American locations to select European countries. Fees may vary based on method of payment, but average around USD \$50.

Delta Air Lines and Northwest Airlines rolled out a comparable fee for the second checked bag on select international flights earlier this year. The fees generally apply for travelers purchasing economy class tickets, but exceptions may be included for specific fare classes and travelers with specific loyalty program status.

Travelers can reference their airline website for specific details or the [airline baggage fee matrix](#) located on the CWT U.S. website for an overview of current baggage fees.

*Sources: msnbc.msn.com, aa.com, continental.com, usairways.com, united.com*

### **United rolls out cash-free cabins on select international flights**

Effective September 2, United Airlines is now accepting only credit and debit cards for onboard purchases on trans-Atlantic flights and on flights to and from Brazil and Argentina. In March, United switched from cash to credit/debit purchases on flights within the United States and on flights to and from Canada, Mexico, Central America, and the Caribbean.

An exception to the cash-free policy will be duty-free purchases, which can still be purchased with cash. On flights to and from Asia, United will accept cash or credit/debit cards as payment. United Express flights continue to accept only cash.

*Sources: Travel Weekly, united.com*

## **Regional**

### **G-20 Summit coming to Pittsburgh**

The G-20 Summit will be held in Pittsburgh, September 24-26, 2009, at the David L. Lawrence Convention Center. Local and state governments expect an influx of visitors to the city, and for security reasons, have encouraged the closure of all non-essential businesses in the area around the convention location.

Organizations and their travelers should prepare accordingly to reduce the impact that the summit will have on their daily business operations. Travelers should anticipate that hotel rooms and flights into and out of Pittsburgh may be in high demand during the summit.

G-20 brings together important industrial and emerging-market countries from all regions of the world. Together, the G-20 member countries represent around 90 percent of global gross national product, 80 percent of world trade (including EU intra-trade), as well as two-thirds of the world's population.

*Sources: CWT, pittsburghg20.org*

### **Vancouver Olympics coming in 2010**

The 2010 Olympic Games will take place in Vancouver, British Columbia, Canada, February 12-28, and the Paralympic Games will take place March 12-21. Attendance is predicted to be high, and the impact on travel and business within Vancouver is expected to be significant on and around the days of the games.

Organizations and their travelers who have frequent travel to Vancouver and the surrounding areas, as well as those businesses based in Vancouver, should prepare accordingly to reduce the impact that the Olympics will have on their daily business operations. Travelers should anticipate that hotel rooms and flights into and out of Vancouver will be sold out during the games.

If possible, travelers may want to avoid scheduling any non-essential meetings in Vancouver during the Olympics. If business travel to the city must take place, flights and hotels should be booked well in advance to secure space. Travelers should also prepare to spend more than usual on hotel rooms and flights during the games, and should research transportation options for getting around the city.

Vancouver has public transportation offered by TransLink. Launched August 17, Vancouver now offers SkyTrain service between the Vancouver airport (YVR) and downtown Vancouver. See details [here](#).

Details of the games are as follows:

- 2010 Olympic Games—February 12-28—Vancouver and Whistler
- 2010 Paralympic Games—March 12-21—Vancouver and Whistler
- Website—<http://www.vancouver2010.com/>

For information regarding passport and visa requirements for entry into Canada, travelers can refer to the following websites:

**U.S. Department of State**

[http://travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_1082.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1082.html)

**Citizenship and Immigration Canada**

<http://www.cic.gc.ca/english/visit/index.asp>

Sources: *vancouver2010.com*, *www.olympic.org*, *www.translink.ca*

**Airports featured in Green Business Quarterly**

Green Business Quarterly (GBQ) recently released its summer 2009 edition, featuring—and recognizing—various airports across the United States for their environmentally-friendly practices.

Below are a few of the airports that made the list, as well as some of their green initiatives:

- **Bob Hope Airport in Burbank**—Use of solar panels for electricity, water-conserving plumbing fixtures, and overall sustainable building methods.
- **Dallas/Fort Worth International Airport**—Improved building standards, energy conservation initiatives with the use of electric windmill technology, and development of an overall strategic plan designed to positively affect the environment.
- **John F. Kennedy International Airport in New York**—Reduction in its use of de-icing chemicals.

- **Logan International Airport in Boston**—Green construction practices such as a heat reflecting roof and windows. This international airport has been recognized as the nation's first airport to receive a LEED (Leadership in Energy & Environmental Design) certification in 2006 for environmental sustainability by the U.S. Green Building Council.
- **Minneapolis/St. Paul International Airport**—Implementation of smart construction practices, energy efficient initiatives as well as programs for preservation of local wetlands.

Through extensive research, GBO reports on the techniques and trends used by today's environmentally-friendly businesses.

Source: *mspairport.com, greenforall.org, massport.com, dfwairport.com*

## International

### Global Entry program expands

U.S. Customs and Border Protection recently expanded its Global Entry international registered traveler pilot program, making it available at 20 airports across the United States.

The program, originally launched in June 2008, is a voluntary program designed to speed up the entry process for pre-screened U.S. citizens or permanent residents\* returning to the United States from abroad. Members submit to an interview process and the collection of fingerprint biometric information. They can then use the Global Entry kiosks to bypass the standard international arrivals process at participating airports.

The program is now available at the following U.S. airports:

- Boston - Logan International Airport
- Chicago O'Hare International Airport
- Dallas/Ft. Worth International Airport
- Detroit Metro Wayne County Airport
- Ft. Lauderdale Hollywood International Airport
- George Bush Intercontinental Airport
- Hartsfield-Jackson Atlanta International Airport
- Honolulu International Airport
- John F. Kennedy International Airport
- Las Vegas - McCarran International Airport
- Los Angeles International Airport
- Miami International Airport
- Newark Liberty International Airport
- Orlando International Airport
- Orlando-Sanford International Airport
- Philadelphia International Airport
- San Francisco International Airport
- San Juan Luis Muñoz Marín International Airport
- Seattle-Tacoma International Airport
- Washington Dulles International Airport

\* Citizens of the Netherlands may also apply under a special reciprocal arrangement that links Global Entry with the Privium program in Amsterdam.

Additional information about the program can be found at the [CBP website](#).

Sources: [cbp.gov](#), [globalentry.gov](#), [seattletimes.com](#), [travelagentcentral.com](#)

## Government/Legislation

### FAA improves icing protection standards

In order to improve the safety of travelers and prevent situations where pilots are unaware of ice accumulation on an aircraft, the U.S. Department of Transportation's Federal Aviation Administration (FAA) has updated its certification standards to require either automatic activation of ice protection systems or a method to inform pilots when they should be activated on new transport category airplanes. At this time, there is no plan to modify airplane designs that already exist; however, the FAA is currently considering a similar standard that would help improve older aircraft designs to enhance safety for all travelers on board.

The revised certification standards state that all new transport aircraft designs must have one of the following three methods in place:

- An automated ice detection system that immediately activates and/or alerts pilots to turn on the ice protection system
- A definition of visual signs of ice buildup on a specified surface such as the wings or wheels of the plane combined with an advisory system that alerts the pilots to activate the ice protection system
- Detection of temperature conditions contributing to airframe icing that would trigger the pilots to turn on the ice protection system

This new standard will help ensure that an ice protection system is always activated in order to prevent accidents from occurring on the runway during icy, cold weather conditions.

Sources: [faa.gov](#), [news.thomasnet.com](#), [flightglobal.com](#)

## Technology

### Airlines offer in-flight TV programs

Continental Airlines recently joined the ranks of JetBlue Airways, Virgin America, Delta Air Lines and Frontier Airlines in offering passengers in-flight satellite television broadcasts. Since April, Continental has installed DIRECTV® on 18 planes, and by early 2011 the airline plans to expand this service to offer 77 channels of live TV to passengers flying domestically on roughly 220 of its jetliners.

With the live TV offering being popular aboard low-cost carriers, Delta first offered live TV on its low-fare airline, Song, which was discontinued in

2006. The Song planes became a part of Delta's mainline fleet, and Delta now offers satellite TV on 98 planes flying domestic routes.

Continental is charging USD \$6 per flight for DIRECTV® programming in economy class, while the service is complimentary in first class. The fee is payable via credit or debit card. Travelers can check the Continental [website](#) to find out how much of the fleet has been updated with the service.

In these difficult economic times, airlines are looking for ways to lure passengers onto their planes, and several carriers have turned to technological enhancements such as adding Wi-Fi Internet service or live television in flight with the hopes that these services will appeal to customers.

*Sources: USA Today, UPI, continental.com*

### **Air Canada launches iPhone application**

Effective August 20, Air Canada has launched an Apple® iPhone™/iPod touch® application for travelers. The “app” allows travelers with Apple devices to track flight information in real-time, receive notification of itinerary changes, retrieve electronic boarding passes, and receive other details about Air Canada flights.

According to Air Canada, it is the first North American airline to offer such an application. The airline plans to evaluate the addition of new features to future versions of the app, based on customer demand.

*Sources: aircanada.com, cbc.ca*

## **Industry Trends/Innovations**

### **Getting to the airport: multiple options for travelers**

For business and leisure travelers, there are a variety of transportation options available when making a trip to the airport; cost, speed, and convenience all factor into the decision around which method to choose. While taxis have traditionally been a popular option, other services such as direct trains and shared-ride services are becoming more common.

Shared-ride services offered by shuttle companies can be an economical option, but may be more time-consuming than a taxi or black car. While not available in all cities, airport trains—like the Heathrow and Gatwick Express trains in London and AirTrain JFK and AirTrain Newark in the New York area—can be both a quick and relatively affordable option.

Additionally, in Canada, the recently completed Canada Line extension that connects downtown Vancouver and the airport via the Vancouver SkyTrain is yet another transportation option for travelers heading to the airport.

Express trains and shared-ride services are becoming more appealing to business travelers, said Dave Kilduff, managing director of ground

transportation consulting for the *CWT Solutions Group*, because in "this type of economic environment, corporations are turning over every rock to save money. They're looking at alternative forms of transportation." And services like the Heathrow Express "are not only faster, they're keeping people off the road, they're environmentally friendly," he added.

While opportunities vary by city, there are multiple options for transportation to the airport, and travelers are encouraged to check their travel policy regarding the approved methods.

*Sources: NY Times, CTV Olympics*

### **Biofuels get green light**

In a continuous effort to make sustainable biofuels a real solution for reducing the carbon footprint of aviation, Boeing and its industry partners recently released high-level results of a study that proves sustainable biofuels performed favorably compared to petroleum-based fuel.

According to the study, tests conducted between 2006 and 2009 indicated:

- the test fuels performed as well as or better than typical petroleum-based Jet A fuel
- the fuels met or exceeded all technical parameters for commercial jet aviation fuel including freezing point, flash point, fuel density and viscosity
- the fuels had no adverse effects on the engines or their components

Significant to note, the tests also showed that the fuels have greater energy content by mass than standard petroleum-derived jet fuel, offering the potential for lower fuel consumption.

Boeing is keeping a positive outlook on the future of biofuels despite the potential challenges of producing enough feedstocks. Boeing MD-Environmental Strategist Billy Glover said he is confident that by 2025 biofuels "will make up a significant amount of fuel used in aviation."

*Sources: ATW Online, boeing.com*