



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

How important is it to you that your rental car be "smoke free?"

- Very important
- Somewhat important
- Neutral
- Somewhat unimportant
- Very unimportant
- I do not use rental cars

Submit your response [here](#).

September survey results

The September survey question and results were as follows:

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

- 32% responded "Cash"
- 30% responded "Credit/Debit card"
- 38% responded "I do not purchase items in flight"

Green Tip of the Month

At home or on the road:

When making coffee or tea, boil only the amount of water you need. This will help save water as well as the energy required to heat it.

Current Events

U.S. Helicopter temporarily halts service

In late September, U.S. Helicopter announced it was temporarily halting all service "as we regroup to add aircraft to our fleet and introduce new routes." According to a statement on the company's website, they plan to return to service by late November.

U.S. Helicopter operated an "8 Minute Airport Shuttle" service from Manhattan heliports to the Kennedy International or Newark Liberty International Airport.

Sources: New York Times, flyush.com

Passenger bill of rights still a hot issue

Members of the business travel industry are moving toward support of the Snowe-Boxer language included in the Senate FAA bill, S1451, FAA Air Transportation Modernization and Safety Improvement Act—commonly referred to as the Airline Passenger Bill of Rights.

If passed, among other things the bill would:

- Require passengers be provided with food, water, comfortable cabin ventilation and temperature.
- Give passengers the opportunity to deplane after three hours on the ground.
- Require carriers and airports to develop contingency plans to be reviewed and approved by the Department of Transportation (DOT). It would also allow DOT to fine carriers and airports that fail to submit plans or comply with plans.
- Create a DOT consumer complaint hotline so passengers can inform the agency about delays.

The three-hour deplaning option is considered an advisable number to avoid risks of fatal blood clots, dehydration, being deprived of glucose or medications, and other situations. Anyone with compromised health as well as the elderly, disabled persons, children, and those affected by some degree of claustrophobia (30 percent of the American population) would be assured they could get "out" and get their needs met in 3.5 hours, thus alleviating some distress and anxiety. According to the DOT's Air Travel Consumer Report there were 164 domestic flights with tarmac delays of three or more hours in July.

Prior to the August incident when passengers were stranded overnight in Rochester, Minn., on a Continental Airlines flight operated by ExpressJet Airlines, the travel industry believed the government and the airlines would work out ways to handle long delays without legislation. However, support is now building for strong legislation. The National Business Travel Association, the American Society of Travel Agents, as well as the Business Travel Coalition, all of which had opposed such legislation, have concluded that there is a market failure that needs to be addressed by government intervention.

Bob Crandall, former president and chairman of American Airlines, recently said, "I think the airline industry should have led the way in responding to this problem rather than having resisted it. Every responsible airline executive I know thinks these things are an outrage."

Sources: NBTA, Travel Weekly, Associated Press, management.travel, Business Travel Coalition

Travel Tips

Traveling to Turkey

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 Turkey.

Good to know:

- The Republic of Turkey is a multiparty democracy.
- Turkey is a secular state, with no official religion, although 90 percent of the population is Sunni Muslim.
- Turkish is the official language; many businesspeople also speak English, German, or French.
- A passport and visa are required for travel to Turkey.
- Turkey is seven hours ahead of North America Eastern Standard Time (EST).
- Tobacco use is widespread. No-smoking zones are virtually non-existent.
- Tea is the national drink, and sugar may be added to it, but never milk. Turkish coffee is strong and is usually served as an after-dinner drink.

In business:

- Always be punctual. Be prepared for small talk before business. Negotiations may proceed very slowly.
- Although the Muslim holy day is Friday, offices are usually still open.
- Business attire is conservative, and suits are appropriate for men and women.
- Men shake hands when meeting. However, men should wait to see if a Turkish woman extends her hand, as observant Muslims avoid physical contact with the other gender in public.

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.

Tips for fighting motion sickness

Many travelers are affected by motion sickness, whether traveling by sea, car, or air. Typically, motion sickness occurs because the motion sensors in our inner ear perceive that something is out of sorts. In an effort to prevent occurrences, below are some tips to keep in mind.

Remain calm—The more you think about the potential for motion sickness to occur, the more violent the reaction can become. Being anxious can

further complicate matters and cause one to faint or hyperventilate. Relax and breathe into a paper bag if necessary.

Get some fresh air—Stuffy spaces or potent smells can start off a reaction. Get as much fresh air and ventilation as possible.

Eat—Getting something mild, and low-fat, in your stomach (i.e. bread, crackers, water) can help to settle your stomach.

Skip the alcohol—Alcohol thins the fluid in your inner ear's semicircular canal and worsens the symptoms of motion sickness. Stick with water, soda or sparkling water instead.

Choose your "seat" wisely—If traveling by sea, industry experts suggest booking a cabin that's in the center of a ship and a couple of decks above the water line. By car and air, the front seats are best. They typically have less turbulence, which may help with motion sickness.

Consider possibly remedies—There are over-the-counter and prescription medications that may help combat motion sickness, but travelers should carefully research any potential side effects of such medications before taking them. Some people obtain relief by eating ginger or wearing pressure-point wristbands.

Remain as still as possible—Movement can worsen feelings of nausea. For those who are particularly vulnerable to motion sickness, experts recommend avoiding reading or watching television while traveling.

Sources: Washington Post; weather.com

Supplier News

Continental joins Star Alliance this month

Continental announced it will join the Star Alliance airline network at the end of October. Additionally, it will be cooperating with United Airlines by "linking our networks and services to deliver new benefits to our customers." The transition is scheduled to take place on the following dates:

- October 24—Continental ends its participation in SkyTeam after the last scheduled flight of the day
- October 27—Continental begins participating in Star Alliance

Continental's OnePass members will not need to make changes to their current OnePass accounts and can utilize their mileage as normal. Mileage balances will not be affected during this change. When the switch to Star Alliance transpires at the end of the month, OnePass members will start to earn base miles as well as Elite Qualification Miles and points and will also be able to redeem miles on Star Alliance airlines. Additional information is available on the Continental [website](#).

Sources: msnbc.msn.com, continental.com

United to offer baggage 'subscription'

United Airlines recently offered travelers the option to purchase an annual baggage subscription rather than paying the individual fees per first and second checked bag on applicable flights. Current fees are USD \$20 for the first checked bag and USD \$30 for the second checked bag when fees are paid at the airport (with discounts for fees paid online).

For an introductory rate of USD \$249 per year, "Premier Baggage" members (and up to eight travel companions on the same confirmation number) can check up to two standard bags without paying the per-bag fee on flights within the United States or internationally. The Premier Baggage membership would be associated with the traveler's Mileage Plus account, and membership benefits would be automatically included in reservations containing the frequent-flier number.

Travelers should keep in mind that frequent fliers with elite status may already be exempt from certain baggage fees. Additionally, the Premier Baggage subscription does not apply to oversize or overweight bag fees, or additional baggage beyond the first two standard bags.

Sources: *travelweekly.com, united.com*

Regional

Dulles opens new security area

In September, Washington Dulles International Airport opened two new security screening areas in a new mezzanine level of the airport. The mezzanine level is accessible by new escalators throughout the terminal.

The screening area is 121,700 square feet, and has space for 32 security lanes. The expansion is aimed at speeding up security, and also opening up the ticketing level (where the security lanes were formerly located) and restoring views of the airfield.

Sources: *Washington Post, wtoop.com, metwashairports.com*

New cell-phone lot at Philadelphia airport in the works

Persons waiting to pick up arriving travelers at Philadelphia International Airport may have a cell-phone lot just off of I-95 available to them as soon as January 1.

Responding to the recent crackdown by police on drivers waiting on freeway shoulders and nearby roads for incoming flights, a 150-space cell-phone lot will be constructed on airport property and clearly signed. Currently a remote park-and-ride lot is used for that purpose but there are no signs indicating its presence or location.

Source: *USA Today*

International

Tips for maintaining health while traveling internationally

For international travelers, being proactive by having medical insurance, a health check up, and knowing certain actions to take before travel can have big payoffs for safe and healthy travel.

Before travel:

- Check out personal health insurance policy to see what benefits are provided for medical expenses incurred while traveling abroad. Medical evacuation can cost as much as USD \$100,000. Single-trip travel policies usually include evacuation, some medical costs, and protection for delays and lost luggage. Frequent travelers may consider an annual medical evacuation policy. All policies should be read with utmost care regarding coverage.
- Check the U.S. State Department [website](#) or the Foreign Affairs and International Trade Canada [website](#) for embassy information for destination country—most have a medical officer. Get information on best regional medical facilities including contact information. Find out what a travel first-aid kit should include.
- Get up-to-date inoculations appropriate for destination. Review the Centers for Disease Control [website](#) or the International Society of Travel Medicine [website](#).
- Learn about safety concerns for destination country/ies at the U.S. State Department [website](#) or the Foreign Affairs and International Trade Canada [website](#).
- Have health care directive, medical powers of attorney, will, and other documents up to date and accessible for faxing should a need arise.
- Pack prescription medications in original containers with extra amounts in case of delays.
- Consult physician before travel if recent surgery or ongoing health issues are considerations. Take medical records and doctor contact information along and inform travel companions about them in case of an emergency.
- Have physical exam and get in shape before attempting a physically demanding trip. Acclimate before high-altitude activities are attempted.

When at destination country:

- When in underdeveloped countries, avoid uncooked foods and food items that can't be peeled. Drink bottled water.
- Should medical care be necessary, check hotel desk for help.
- Stay hydrated in hot climates.
- Use seatbelts—even in taxis. Car crashes are one of the most common fatal injuries for North Americans traveling internationally.

Source: *Seattle Times*

Government/Legislation

American Airlines begins collecting Secure Flight data

American Airlines officially began collecting Secure Flight data from passengers at the point of sale for reservations purchased on September 15. The Secure Flight passenger data being collected includes the passenger's full name, date of birth, gender, and redress number (if applicable).

As previously reported in [CWT Traveler](#), CWT began collecting the Secure Flight data in June, ahead of Transportation Security Administration (TSA) and airline deadlines.

Additional airlines will begin collecting the passenger data based on the timelines they have established with the TSA. In early 2010, the TSA plans to conduct watch-list matching for all passengers on all domestic commercial flights.

Sources: *Business Travel News*, *aa.com*

TSA implementing additional screening for some powders

In September, the U.S. Transportation Security Administration (TSA) announced it has improved explosive-detection capabilities by implementing the use of powder-explosives detection kits at airport checkpoints throughout the United States.

Passengers should be aware that most common powders, makeup, medication, and infant formula, will not require additional screening; however, x-ray technology will determine which substances will require further testing. For substances requiring additional screening, powder test kits will be used to collect samples to test for potential explosives. If the particular powder poses a potential threat, it will not be permitted into the secure area of the airport or in a passenger's checked baggage.

The TSA states that if additional screening is necessary, it will take a few extra seconds and will not further delay passengers. Security checkpoint procedures will basically stay the same.

Sources: *travelweekly.com*, *tsa.gov*, *chicagotribune.com*

Technology

Cell phone use now allowed on some flights

In-flight cell phone use is a feature that may be good news or bad news, depending on the traveler. To some, it may be an annoyance on board; to others it may be a convenient way to stay in touch with colleagues back at the office. On some flights, including those in Europe, the Middle East, and mostly recently, Mexico, cell phone use is approved. Enhanced technology has made it possible to use cell phones and other electronic devices throughout some portions of the flight without causing any disruption to

navigational systems. In fact, industry officials say cell phones can be used on more than 15,000 foreign flights a month.

In the United States, however, in-flight cell phone use is still prohibited on commercial flights. It most likely will not be allowed in the near future for a variety of reasons, including heavy opposition from the national union representing flight attendants, who believe it may be a threat to maintaining order in the cabin during emergency situations. In addition, various surveys have indicated that domestic airline passengers share a strong opposition to cell phone use in the air, stating that it can be a social disturbance.

Sources: msnbc.msn.com, nytimes.com

Registered Traveler security lanes may be returning soon

Following the announcement that Verified Identity Pass—the parent company of Clear—was ceasing operations back in June, sources are now reporting that the Registered Traveler security lanes may be making a comeback.

An investment group, Henry Inc., is working to purchase some of the “assets and liabilities” of Verified Identity Pass and its primary debt holder, and reopen the fast-lane security service—potentially as soon as this holiday season. Former Clear members who had paid for memberships would be offered the option of rejoining the program once it is again operational.

Sources: New York Times, Wall Street Journal, Business Travel News

Industry Trends/Innovations

Smoking banned in some rental cars

Long banned from commercial airline flights, smoking is now also prohibited in some rental cars. Effective October 1, Avis and Budget became the first major rental-car companies to impose a fleet-wide smoking ban and will penalize customers who ignore the policy. Every vehicle in North America will carry a sticker alerting customers to the new rules.

The companies also have implemented an inspection process, and will levy a USD \$250 cleaning fee for drivers who return a rental car that smells of smoke or shows other evidence of smoking.

"The No. 1 request we get is for a smoke-free car," says John Barrows, spokesman of the Avis Budget Group, the parent company.

Sources: USA Today, Peter Greenberg Worldwide

Study links business travel and revenue/profit growth

According to a study by Oxford Economics, a global research firm, a return of USD \$15 to \$19.99 is gained for every dollar invested in a company

meeting; conference and trade shows yield about USD \$4 to \$5.99. And an incentive trip brings a return of more than four times the investment.

Additional findings show that businesses average USD \$12.50 in increased revenue and USD \$3.80 in new profits for every dollar spent on business travel. Roger Dow, president and CEO Of U.S. Travel Association, which commissioned the study said, "Business travel is economic stimulus." The study found that the average U.S. business would forfeit 17 percent of its profits in the first year of eliminating business travel.

The Oxford Economics study surveyed several hundred business executives and analyzed data on 14 industries for the 13 years prior to 2009.

Sources: btnonline.com, usatoday.com