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*A business travel newsletter provided by Travel and Transport, Inc.*

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## TRAVEL AND TRANSPORT

A 100% employee-owned company headquartered in Omaha, Nebraska, Travel and Transport was founded in 1946 and has become one of the nation's most experienced and well-respected travel management companies.

Travel and Transport has innovative and responsive approaches to satisfying your unique needs. As the travel industry evolves, so do our services.

Travel and Transport's operating divisions include:

- Business Travel Management
- Travel and Transport - Global
- Travel and Transport Vacations
- Loyalty Innovations
- Meeting Trends

**TRAVEL**  
AND TRANSPORT.

## PASSENGER BILL OF RIGHTS INCHES CLOSER TO REALITY

An airline passenger bill of rights recently inched closer to reality. The legislation's most ardent opponents, the airlines, now appear to be softening stances on tarmac time limits.

During a hearing held in Washington, D.C., last month by bill of rights advocates Business Travel Coalition and FlyersRights.org, Sen. Barbara Boxer (D-Calif.) pledged passage of the bill, which now is packaged with the Senate's latest Federal Aviation Administration reauthorization bill.

While the bill would require passengers to have access to clean water and lavatories during extended delays, the proposal's most contentious provision requires carriers to allow passengers to deplane if an aircraft is stranded on the tarmac for more than three hours.

Many industry groups, including BTC, the National Business Travel Association and the American Society of Travel Agents, in the past had firmly opposed such provisions in the passenger bill of rights, favoring instead an industry-developed solution. Those groups have reversed positions, claiming that after a decade of unfulfilled promises from carriers, the industry has failed to fully address extended tarmac delays.

Former American Airlines CEO Bob Crandall took a surprising stance in favor of legislation, though he suggested that any regulation start at the four-hour mark and allow carriers time—a year and a half or so—to comply with a three-hour rule.

DOT records show 777 aircraft waited on U.S. tarmacs for more than three hours from January to July this year. "However, in statistical terms, it is very small," Crandall said. "In 2009, through July, the airline industry operated 3.8 million domestic flights." The numbers get even smaller when it comes to tarmac delays exceeding four hours, which were recorded on 126 flights through July.

The proposed legislation stipulates that pilots have the discretion to deny requests to deplane if they feel the flight will depart within a half-hour or if safety issues would prohibit doing so.

Boxer said the bill would instruct airlines to develop a plan to combat three-hour tarmac delays, which DOT would then approve and enforce. Several carriers already have instituted internal policies to address such extended tarmac delays.

*This information gathered from BTN online:*  
[http://www.btonline.com/businesstravelnews/headlines/frontpage\\_display.jsp?vnu\\_content\\_id=1004018264](http://www.btonline.com/businesstravelnews/headlines/frontpage_display.jsp?vnu_content_id=1004018264)



Registered Traveler (RT) could be making a comeback. Henry Inc., an investment firm, says it signed an agreement to buy some assets of Verified Identity Pass and restart the service, which gives customers front-of-the-line privileges at airport security checkpoints for about \$200 a year.

Verified Identity, whose program was called Clear, was the largest RT vendor. But due to lack of financing, it ceased operations in June at 18 airports. Its smaller competitors, Flo Corp. and Vigilant Solutions, also ended their business around the same time.

Flo also sought to buy Clear's assets, including member lists and equipment. Despite Henry's announcement, Flo hasn't abandoned its quest, as Henry's agreement is "non-exclusive," says Flo CEO Glenn Argenbright. But even if its latest bid fails, Flo still plans to re-open its program at two airports this month, he says, declining to name them.

The Transportation Security Administration, which once co-sponsored the program, ended direct involvement last year. Registered Traveler then became a service that steered customers to the front of security lines, deviating from TSA's original intent of separate lanes for "trusted" travelers whose background is thoroughly vetted.

Information gathered from USAtoday.com:  
[http://www.usatoday.com/travel/flights/2009-10-04-airport-checkin\\_N.htm](http://www.usatoday.com/travel/flights/2009-10-04-airport-checkin_N.htm)

## A LETTER FROM OUR PRESIDENT



The U.S. airline industry is nickel and diming its passengers to death, in order to survive a near financial meltdown. Unless you fly enough miles on an airline to be exempt from their baggage fee charges, you know what I mean. Fear not, however, for even those with elite mileage club status, may soon be paying extra for aisle or window seats.

"The new reliance by U.S. carriers on ancillary revenue will change the way airplanes are made," said Colleen Rainbolt, a director in Boeing's Passenger Satisfaction and Revenue department of the commercial planes division.

Rainbolt said "the key is to design the interior of a plane with passenger comfort in mind and make many of the features optional so that airlines can charge for the options they deem appropriate."

"It really depends on how an airline wants to use a cabin in order to maximize their own revenue," she said.

Boeing has made the cabin especially flexible so airlines have ways to upgrade a passenger's service in smaller increments, than traditional leaps from economy class to business class to first class. Potentially, a passenger could pay more to sit in a section with more leg room that does not feature the perks of business class.

The airline industry may owe its survival to the creative minds who continue coming up with more fees. Some of these new fees include charging you to check in at the airport versus from your home computer, in-flight Internet access,

express check-in, pillows, blankets, food and drinks. One airline actually considered charging you to use the lavatory on the plane!

Sales of ancillary goods and services by airlines enable them to squeeze more money out of their customers while keeping fares competitive. The strategy has paid off for U.S. carriers that have struggled for stability amid volatile fuel prices, fare competition and recession.

American Airlines lists its ancillary revenue as "other revenues" on its quarterly earnings statement. That figure, which rose 7 percent for the first six months of 2009 versus a year ago, includes service charges as well as other items such as maintenance revenue.

United Airlines said that in the first quarter of 2009, ancillary revenue and fees increased to \$259 million. These revenues consist of various optional products, as well as ticket change fees and bag check fees.

Ancillary revenues and fees increased by about 60 percent in the first quarter at United to about \$14 per passenger.

I do not see the airlines returning to their old ways of providing these services for free. Even with the addition of these fees, the airlines continue to lose significant amounts of money. Fees are here to stay. The question is, where will they finally draw the line?

This information gathered from:  
<http://news.airwise.com/story/view/1255720403.html>

Sincerely,

William H. Tech, CTIE, CTC  
 President and CEO

## WATCHING THE BOTTOM LINE

The employee-owners at Travel and Transport are dedicated to providing outstanding customer service, while keeping our clients' costs in line.

Topaz International and Travel and Transport provide the following average ticket prices:

	Topaz International		Travel and Transport	
	Domestic	International	Domestic	International
1 <sup>st</sup> QTR 09	\$438	\$4,359	\$375	\$1,536
2 <sup>nd</sup> QTR 09	\$485	\$3,380	\$381	\$1,519
3 <sup>rd</sup> QTR 09	\$506	\$2,459	\$385	\$1,661

The information provided in this newsletter is the most accurate information supplied to Travel and Transport as of October 30, 2009.

# CONTINENTAL AIRLINES JOINS STAR ALLIANCE

Continental is the newest member of the Star Alliance network, the largest airline alliance in the world. Continental's membership follows last year's announcement of a strategic partnership between Continental and United Airlines. Experts from both airlines and Star Alliance have been working together over the last 18 months in order to ensure the first successful transition of a major airline from one global alliance to another.

"Continental's transition to Star Alliance is one of the most important strategic moves we have accomplished in my career at Continental," said Chairman and CEO Larry Kellner. "Our membership in Star Alliance positions us to deliver a broader network to our customers, and to achieve better business results and a stronger future for my co-workers, our customers and communities as a result of the benefits from participating in the world's largest airline alliance."

"Continental's joining makes the Star Alliance network even more extensive, offering our customers the broadest global access and greatest choice of service," said Glenn Tilton, chairman and CEO of United Airlines. "We welcome our partner, Continental, which brings tremendous value to our customers, our employees and the communities we serve."

As part of its Star Alliance membership, Continental OnePass members will now be able to earn and redeem miles on all other Star Alliance member carriers. OnePass Gold and Platinum Elite members automatically have Star Alliance Gold Status, and will receive benefits such as access to more than 954 lounges, extra-baggage allowance, priority baggage delivery, dedicated check-in counters and priority waitlist (reservation) and airport stand-by. OnePass Silver Elite have automatic Star Alliance Silver Status, entitling them to priority waitlist (reservation) and airport stand-by.

Participants in any of the existing Star Alliance Frequent Flyer Programs can now earn and redeem miles on Continental. Moreover, OnePass members will be able to use their miles as part of Star Alliance Upgrade Awards for a one cabin upgrade when traveling on participating Star Alliance member carriers.

Information gathered from: <http://www.continental.com/web/en-US/apps/vendors/default.aspx?i=PRNEWS>

For information about Continental Airlines joining Star Alliance, please visit: [www.continental.com/staralliance](http://www.continental.com/staralliance)

For more information on Star Alliance, please visit: [www.staralliance.com](http://www.staralliance.com)

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## TRAVEL AND TRANSPORT WELCOMES NEW PARTNERSHIPS

Travel and Transport is excited to have 9 new clients that have partnered with us in the 4th quarter of 2009. Headquarter locations of these accounts include Michigan, Oregon, Missouri, Colorado, California, Nebraska, New Hampshire and Maryland. We are also pleased to have 4 partnership renewals in the 4th quarter. Headquarter locations of these accounts include Wisconsin, Illinois, Missouri and Iowa.



Travel and Transport has recently been alerted that U.S. citizens traveling for business in Canada may be asked to provide a business letter stating their purpose of business in Canada.

CIBT advises it is not a usual requirement; however, if the client travels often to Canada, the client may be asked for a business letter.

Perry International is aware of at least one report of immigration officials asking U.S. business travelers for a letter stating the nature of their business in Canada.

Perry International has posted the following information on their website as a possible requirement for entry to Canada for business travel:

*Persons travelling to Canada on business should provide, as appropriate to their circumstances, either a letter from their employer identifying the activities they will perform in Canada and the duration of their visit or a letter of invitation from a Canadian business outlining the reasons for the visit.*

There is also reference to a letter requirement on the Citizen and Immigration Canada website.

For more information, please visit: <http://www.cic.gc.ca/english/visit/business.asp>

Information gathered from: <https://perryvisa.com/entryRequirements/Canada.php>

## TRAVEL AND TRANSPORT VACATIONS' GETAWAY CLUB

Formerly known as Travel and Transport's Corporate to Leisure program, the Getaway Club is Travel and Transport Vacations' exclusive program designed and dedicated specifically for our corporate clients. As a member of the Travel and Transport Vacations Getaway Club, clients have access to the Travel and Transport Vacations website specifically customized for their company, where they can easily search the site for outstanding leisure promotions and specials. Travelers will find the site has many new enhancements, including:

- Featured Getaways – promotional offers that are exceptional vacation values.
- Plan a trip – search by vacation type (luxury travel, tours, family, cruises, wedding & honeymoons, adventure & specialty) or destination.
- Travel resources – resource for leisure customers on passport & visa information, TSA information, baggage fees, flight stats, security travel tips, weather & travel warnings, currency exchange, world news, etc.
- Vacation travel profiles
- Travel and Transport Vacations gift cards – available for purchase online for any denomination.

In addition to the customized site, we also have a dedicated Getaway Club call center team staffed with leisure travel specialists ready to fulfill our clients' dream vacations. From budget to luxury, it is our pleasure to assist with cruises, tours, honeymoons, all-inclusive destinations, Disney packages and more.

We encourage you to visit us soon at [www.tandtvacations.com](http://www.tandtvacations.com) and take a journey into a world of travel wonder. Email [lrmal@tandt.com](mailto:lrmal@tandt.com) or call 800-448-2785 to book your dream vacation today!

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