

Business Travel Footnotes™

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A BUSINESS TRAVEL UPDATE FROM HESS CORPORATE TRAVEL 150 NORTH MAIN STREET BOUNTIFUL UT 84010 – (801) 292-8687

Airlines

United, U.S. Airways Start Charging for Second Checked Bag

United Airlines and U.S. Airways in May will begin charging economy passengers \$25 for their second checked bag on domestic flights. U.S. Airways is charging the fee on all flights within the U.S., to/from Canada, Latin America, the Caribbean and Europe. Dividend Miles Preferred members (Silver, Gold, Platinum and Chairman's Preferred), confirmed First Class and Envoy passengers at time of check in, Star Alliance Silver and Gold status members, military personnel in uniform with an ID, unaccompanied minors and those checking assistive devices will not be charged. United is charging for domestic flights as well as for travel beginning in the U.S. to and from Canada, San Juan, Puerto Rico and St. Thomas. Mileage Plus Premier status and Star Alliance Silver status passengers will not be charged. Spirit Airlines has upped its checked bags fees from \$5 to \$10 per checked bag for baggage booked on its website and \$20 for checked baggage requested at the airport. (Source: US Airways, United and Spirit press releases).

DOT Reports More Complaints About Airlines Mishandling Baggage, Flight Delays

The U.S. Department of Transportation's Air Travel Consumer Report said that carriers' rate of mishandling baggage rose from 6.73 per 1,000 passengers in 2006 to 7.03 reports per 1,000 passengers in 2007. Air travel delays also increased. The 20 airlines reporting on-time performance with DOT recorded an on-time arrival rate of 73.4 percent in 2007, down from their 75.4 percent mark in 2006. (Source: DOT press release).

American Express, Delta Introduce Pay with Miles

American Express and Delta Air Lines have introduced the Pay with Miles program, a new feature of Delta's SkyMiles program, which is exclusively for Gold and Platinum Delta SkyMiles American Express cardmembers. The program allows these travelers to book flights on detla.com and use Miles to pay for all or part of a Delta ticket in any class of service on any route, with no blackout dates or inventory restrictions. (Source: American Express press release).

Air France Introduces Half-Price Business Class Fare

Air France has introduced a new Business Class Leisure Fare available year round. It is about fifty percent off the normal price and is available to passengers who book their travel 30 days in advance of their departure date. Sample one-way fares are: Washington-Barcelona, \$1,681; Chicago-Madrid, \$1,880; Los Angeles-Rome, \$2,419. All flights connect through Paris-CDG. Fuel surcharges are included; government-imposed fees and taxes are approximately \$80 to \$150 extra. (Source: Air France press release).

American Airlines Pilots Support BA Pilots Opposition to New OpenSkies Airline

OpenSkies, a stand alone airline backed by British Airways that is designed to take advantage of the new U.S.-EU Open skies agreement, is hitting some bumps. Eighty-six percent of BA's pilots have voted to authorize a strike in response to management's plans for OpenSkies. That's because pilots for the six 757s flying in the mostly upper class plane will not be drawn from the existing BA pilots' seniority list. The Allied Pilots Association (APA), the collective bargaining agent for American Airlines pilot has expressed its "unequivocal support" for BA pilots. (Source: APA press release).

Continental Starts Nonstops From Cleveland to Greensboro, Omaha and Savannah

Continental Airlines has begun new daily nonstop service from its Cleveland hub at Hopkins International Airport to three new cities -- Greensboro, N.C.; Omaha, Neb.; and Savannah, Ga. The new cities are part of Continental's expansion program underway at Cleveland that will add 12 new domestic nonstop destinations this year, in addition to previously announced new service to Paris, France. Other new destinations from Cleveland will include Birmingham, Ala., Charleston, S.C., Green Bay, Wis., Tulsa, Okla., Little Rock, Ark., Memphis, Tenn., Lansing, Mich., Des Moines, Iowa and Kalamazoo, Mich.



Travel
Representative

Hotels

Holiday Inn Express Hotel & Suites Opens in Downtown Boston

InterContinental Hotels Group is opening a 72-room Holiday Inn Express Hotel and Suites in downtown Boston. The hotel is expected to open this summer after a \$2 million renovation to a historic 100-year-old building. It is on Friend Street, directly across from the TD Banknorth Garden, and within walking distance to Boston's famed historical attractions, including Fanueil Hall, Boston Commons, Beacon Hill and the Old North Church. (Source: InterContinental press release).

Cars

Hertz NeverLost Launches Online Trip Planning

The Hertz NeverLost in-car navigation system has added a new feature: Online Trip Planning. It means you can plan your trips online from your home or office by going to www.neverlost.com, then save it on a USB storage device and then insert it into the Hertz NeverLost system. Online Trip Planning incorporates information from the Yellow Pages, establishments along highway corridors, city guides and other information. (Source: Hertz press release).

Rail

Amtrak Institutes New Security Procedures

Amtrak is deploying its new specialized Amtrak Mobile Security Team to patrol stations and trains and randomly inspect passenger baggage. The Mobile Security Team supplements ongoing patrols already in place. The Mobile Security Team's squads may consist of armed specialized Amtrak police, explosives-detecting K-9 units and armed counter-terrorism special agents in tactical uniforms. They will screen passengers, randomly inspect baggage and patrol stations. These squads also may sweep through trains using K-9 units. (Source: Amtrak press release).



Spotlight On.....

E-Commerce Customer Satisfaction

A University of Michigan report finds that customer satisfaction with the e-commerce industry has improved, with one exception: online travel. The American Customer Satisfaction Index found that, in aggregate, online travel was down 1.3 percent to 75. Expedia (78) and Travelocity (74) both dropped 1.3 percent. Orbitz registered the only gain (+1.4 to 75). The reasons, according to the study:

- ***Big online travel agencies are seeing stiff competition from supplier sites such as hotels and airlines as well as from online search engines like Kayak or Sidestep***
- ***The pool of people booking online is not increasing. In fact, a Forrester Research report says that nine percent fewer people booked online in 2007 than it 2005. The industry is losing shoppers, although those who do shop online are spending more money.***
- ***That means that, to get new customers, online players have to woo them from their competitors. Customer service is the way to do that, but online travel agencies also have to compete on the low prices that supplier sites and search engines promise consumers.***
(Source: University of Michigan press release)