

A BUSINESS TRAVEL UPDATE FROM MILNE BUSINESS TRAVEL SVCS 24 AIRPORT ROAD, WEST LEBANON, NH 03784 (603) 298-6644

## *Airlines*

### ***Cancellation-Plagued Northwest Trims Schedule, Takes Pilot Applications***

Northwest Airlines, which cancelled as many as ten percent of its flights the last week of June and more than 300 hundred more the last weekend of July, is taking several steps to solve the problem. After the June cancellations it said it planned to trim its domestic schedule by three percent in August and said late in July that it would trim flights by another one percent, for a total of four percent. It also said that it was recalling eligible pilots on furlough and accepting pilot applications. It has blamed delays on pilots calling in sick; pilots counter that the airline is understaffed, with pilots working the maximum hours allowed. Northwest is also reducing the maximum hours for all pilots flying in August to 86, as opposed to 88 or 90 hours in June. In addition, to keep its passengers informed, it has improved processes and technology; its automatic messaging technology can now contact up to 5,000 passengers per hour. (Source: ModernAgent.com)

### ***Q1 Airfares Dip***

Average airfares in the first quarter of 2007 were down 0.6 percent from the first quarter of 2006 and remained well below the pre-9/11 high, according to the U.S. Department of Transportation's Bureau of Transportation Statistics (BTS). Average fares are based on domestic itinerary fares, round-trip or one-way for which no return is purchased. Averages include frequent-flyer fares. Average airfares in the first quarter rose 0.1 percent from the fourth-quarter 2006 average of \$379 but fell 6.5 percent from the post-2001 high of \$406 in the second quarter of 2006. (Source: BTS press release).

### ***JetBlue Adds Flights from SLC to San Francisco, San Diego***

JetBlue Airways is expanding its western network by adding daily nonstop service from Salt Lake City to San Diego and San Francisco. The new flights, which began last month, mean JetBlue now offers four daily flights from San Francisco to California. (Source: JetBlue press release).

### ***Delta, Hilton Partner on SkyMiles***

Delta Air Lines and Hilton Hotels Corporation have expanded their partnership for their loyalty club members. For the rest of August, SkyMiles members will earn 1,000 bonus miles and 1,000 Medallion Qualification Miles (MQMs) each time they stay at a Hilton Family Hotel. These include Hilton, Conrad, Doubletree, Embassy Suites Hotels, Hampton Inn, Hampton Inn & Suites, Hilton Garden Inn, Hilton Grand Vacations, Homewood Suites by Hilton, Scandic and The Waldorf-Astoria Collection. (Source: Delta press release).

### ***American Installing Next Generation Business Class***

American Airlines is installing next-generation Business Class seats of all of its Boeing 777 aircraft. The new business class seats lie flat and can move forward ten inches while in the upright position, allowing passengers to offset their seats from fellow passengers for more privacy. The seats also have two separate tables; one drops down from the seat back and the second lifts from the center console. Tables can be used separately or as large work surface. (Source: American press release).

### ***American Testing Inflight WiFi Next Year***

Passenger testing will be conducted on American Airlines fleet of Boeing 767-200 aircraft that primarily fly transcontinental routes. As the first to launch in-flight broadband capabilities, American is working with AirCell, which specializing in global airborne telecommunications in the test. (Source: AirCell).

## *Hotels*

### ***Choice Opens All-Suite in New York City***

Choice Hotels International is opening the 11-story, 300-room Cambria Suites Brooklyn Bridge Hotel. It is located a few blocks from the Brooklyn Bridge. Construction on the all-suite hotel is schedule to begin in January. (Source: Choice press release).

### ***Staybridge Suites® Launches “Wireless Anywhere”***

IHG (InterContinental Hotels Group®), has announced that its upscale extended-stay hotel brand, Staybridge Suites is offering free wireless Internet access, available anywhere on its hotels' premises at locations across the U.S. and Canada. For guests who choose to connect via wired high-speed Internet access, this complimentary amenity available since the brand launched in 1998 remains unchanged. The first in the upscale extended-stay category to offer free "wireless anywhere," Staybridge Suites recently opened its 100th hotel and expects to double its size in the next few years, offering this amenity at nearly 200 hotels across the Americas by year-end 2009.

## *Car Rental*

### ***Enterprise Vanguard Acquisition to Benefit Business Travelers***

Enterprise Rent-A-Car is completing its acquisition of Vanguard Car Rental at the beginning of this month. Once the deal is closed, the Enterprise Business Rental Program will offer its members a free Emerald Club membership at National Car Rental, entitling them to a discount on National's rates. Vanguard, based in Tulsa, operates both the National Car Rental and Alamo Rent A Car businesses, which primarily serve the airport segment of the market. (Source: Enterprise press release).



## ***Spotlight On.....***

### ***Air Travelers & Security***

***When it comes to airport security, travelers want consistent and expeditious checkpoint screening, according to a study commissioned by FLO Corporation, which provides biometric technology for Homeland Security's Registered Traveler (RT) program According to the study:***

- ***82 percent of participants want airlines to embrace the Registered Traveler Program.***
- ***80 percent are willing to pay for expedited security processing—even if they still have to remove shoes and overcoats and take out their laptops***
- ***38 percent would pay more for premier service that would include reserved parking at your home airport, remote baggage check-in at hotels, airport concession discounts and global assistance. (Source: FLO Corporation)***