

U.S. Department of the Interior

DOI TRAVEL NEWSLETTER

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IN THE NEWS

Message from the Assistant Secretary— Policy, Management and Budget

On October 22, 2001, Assistant Secretary P. Lynn Scarlett issued guidance to DOI employees stating "...clearly, travel is essential to the conduct of the Department's business. However, managers are encouraged to utilize teleconferencing and video conferencing where appropriate."

cut 13,000 jobs.

Northwest Airlines:

Cutting flights by 20% and cut 10,000 jobs.

United Airlines:

Reduced flights by 20% and is also reducing jobs by 20%.

US Airways: Planning to reduce its flight schedule by 23% and will lay off 11,000 employees.

An Update on Operations at Reagan Washington National Airport

On October 4, 2001, limited flight operations began at Ronald Reagan Washington National Airport. Additional cities were added to the Airport's flight service on October 26. Also, eight additional airlines have resumed operations at Reagan National. For a complete update on current operations at the Airport, go to: <http://www.metwashairport.com/national>.

Airport Operations

Do you know what to expect when you reach the airport? Some airlines, for example, have begun curbside check-in while others have not. Some parking lots have been closed at some airports. For the latest airport information, go to the Omega World Travel (OWT) website at:

<http://www.owt.net/>. Once at this site, click on "airports.com" in the upper left column where you can access a list of individual airports.

Update on Security Measures at Airports

A Department of Transportation task force recently issued a new directive regarding airport security measures. Some of the highlights of the new directive are:

1. Passengers are limited to one carry-on piece of luggage in addition to one personal item such as a purse, briefcase, diaper bag, camera bag, lap-top computer carrier, and backpack.
2. Passengers are allowed to board airplanes carrying nail

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Other Travel Items of Interest:

- **Tips for Safe Traveling with a Laptop Computer**

Data Sources for DOI Travel Newsletter: Much of the travel industry information contained in this newsletter was obtained from public domain sources such as newspapers and the Internet, and was current at the time of publication. Travel industry information is provided solely for the use and information of DOI employees.

Airline News

The nation's major air carriers are still feeling the economic effects of the September 11 terrorist attacks at the Pentagon and in New York City. With the continued decline of lucrative business travel as well as personal travel, all of the major carriers have announced reductions in service and staff as follows:

American Airlines: Reduced its schedule by 20 percent and will eliminate at least 20,000 jobs.

Continental Airlines: Cut regularly scheduled flights by 20% and announced on September 26, 2001, plans to lay off 11,000 workers.

Delta Airlines: Flying 15 percent fewer flights and has

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clippers, tweezers, safety razors, syringes (with documented proof of medical condition), eyelash curlers, walking canes and umbrellas.

3. There will be more searches of passengers by security personnel using hand-held metal detectors.

4. Items prohibited in carry-on luggage include: cutting instruments, corkscrews, baseball/softball bats, golf clubs, pool cues, ski poles, and hockey sticks. These items may be included in checked baggage.

Amtrak's New Security Measures

Just as airlines have instituted new security measures in the aftermath of Sep-



tember 11, Amtrak has also instituted new security measures. What can you expect when you arrive to board an Amtrak train?

Travelers will be required to:

- Produce valid photo identification when purchasing tickets or checking baggage. A valid photo ID is:
 - State-issued photo drivers' license or non-drivers ID
 - Passport
 - Federal, state, or county government issued employee photo ID
 - University, college, or high school photo ID.
- Travelers boarding at any station between Washington and Boston are required to have a ticket prior to boarding the train because conductors will not ticket passengers onboard any train between Washington and Boston.

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New Travel Management Center Administrator

The Office of Financial Management has welcomed to its staff Tammy Peyton as Travel Management Center Administrator. One of Tammy's major responsibilities is to ensure that quality travel services are provided to DOI travelers on a consistent basis. To assure that travel service issues involving Omega World Travel's (OWT) on-site facility (located on the 4th floor of the Main Interior Building) are promptly identified and resolved, a series of regular meetings will be held with Ms. Debra Waid, the facilities manager, and bureau/office representatives. These meetings are intended to provide feedback on the quality of travel services and to identify service issues requiring resolution. The first meeting is scheduled for November 6. If you are at another location and wish to hold meetings on travel related issues please contact Tammy at (202) 208-6227. Continuing communication and education will help improve travel service within the Department. OWT continues to make every effort to ensure each DOI

traveler has a pleasant travel experience.

When Your Flight is Delayed or Canceled - What Are Your Rights?

Here is a term you probably have never heard of but which may work wonders when your flight is suddenly delayed or canceled - "Rule 240."

"Rule 240" is a term that describes what an individual airline will or will not do for passengers when a flight is canceled or delayed. To put it in plain terms, Rule 240 states that an airline must deliver you to your destination within two hours of the originally scheduled flight time and, if they cannot, they must put you on another carrier.

Before airline deregulation in 1978, Rule 240 was a federal requirement. Since 1978, most airlines continue to abide by this rule even though it is not a federal requirement and they are not required to do so.

Know Your Rights

It is important that travelers know their rights and know that there are alternatives to being stranded in an airport when an airline cancels flights because of factors that are within the control of the airline. Airline agents often fail to inform travelers of their right to be booked on another flight or on a different airline. If you are caught in a qualifying cancellation or delay, ask specifically for a "Rule 240" transfer. You should familiarize yourself with each airline's policy on Rule 240 and your overall contract with your carrier when you have booked a flight. You may do so by contacting your carrier directly or by going to their Web site.

With Rule 240, it is important to remember this term: "factors within the airline's control." The rule does not apply if the cancellation or delay is due to a "force majeure" event which means an event or effect that cannot reasonably be anticipated or controlled such as weather or other "Acts of God." If your flight is

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delayed or canceled due to a force majeure event, airlines are not required to do anything to get you to your destination. An airline's only obligation is to refund the price of your ticket. If, however, the cancellation or delay is due to the fault of the airline, such as mechanical problems, the lack of a flight crew, or a labor strike, Rule 240 applies.



In the event of a qualifying cancellation or extended delay, most airlines will book you on their next available flight, regardless of seat limitations in your particular fare category. If seats are available in First Class but not in coach, the airline may seat you in First Class. If another airline can get you to your destination before your ticketing airline can, Rule 240 requires the ticketing airline to transfer you to that airline. Ticket transfers are available, however, only among airlines that have interline agreements with each other. This group includes most major U.S. airlines and several smaller ones. It does not, however, include Southwest Airlines. Rule 240 may also entitle you, according to the situation and the airline's policy, to a free hotel room, meal voucher, a free phone call, and a lounge pass request.

Trip Manager for Government

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Good News On TripManager

TripManager, a Web-based self-booking system for official government travel, was recently introduced on a pilot basis in the Bureau of Land Management, the National Park Service, and the Bureau of Reclamation. Based on results thus far, the pilot users have enthusiastically embraced TripManager.

Worldspan, the owner of TripManager, has been very busy over the last few months in making a number of enhancements to the software to make it even more suitable for the federal environment.

Worldspan's newly enhanced TripManager product allows travelers to book a complete government business travel itinerary—air, car, and hotel—in five minutes or less, using fewer screens and less user input. The new version of TripManager simplifies the booking process. It includes a user-friendly interface, refined navigational features, and improved system performance that allows travelers to book trips online and with fewer steps. The new version allows for a search of hotels by chain or by name, enabling you to find your specific preference. The switch over to the new version is expected to be completed in December 2001. For more information, contact your bureau travel representative. A list of bureau travel representatives is available at http://www.doi.gov/pfm/tmc/trip_mgr_admin.html.

Aside from the convenience of being able to book your own travel, keep in mind that your bureau/office receives a payment of \$5.00 each time you book your own travel - and no transaction fee is paid!

There are approximately 19,000 traveler profiles in TripManager, and by the end of November, we expect to have upwards of 20,000 profiles. We encourage you to take this opportunity to complete your profile and become part of the growing TripManager user group! To complete your profile, go to: <https://profile.owt.net/doi>.

OWT Airline Ticket Data

The following table shows updated OWT airline ticket data:

OWT Airline Ticket Data (December 2000 to September 2001)		
Month	Tickets Issued	Dollar Value (in millions)
Dec	7,328	\$2.82
Jan	13,788	5.20
Feb	15,066	5.80
Mar	18,204	7.03
Apr	16,164	6.30
May	15,628	6.25
June	14,407	4.70
July	14,177	5.55
Aug	16,847	6.63
Sept	10,440	4.14
Total	142,049	\$54.42

“TRAVELER TIP BITS”

Tips for Safe Traveling with a Laptop Computer

- Do not put your laptop through the metal detector or conveyor belt at airports; ask the security agent to do a manual search as x-rays may be harmful to your equipment.

- Laptops are a favorite item of thieves. To make theft more difficult, do not put your laptop in a case that easily identifies it as a computer. Keep your laptop close to you at all times when traveling! Be especially careful when in public restrooms so that your laptop is not stolen while you are otherwise occupied!



- Do not put your laptop in overhead bins on airplanes where it can get thrown around and damaged during a flight. The best place for your laptop on a flight when it is not in use is underneath the seat in front of you.
- Always travel with extra batteries.

Travel Contacts and Web Sites:

Newsletter: Charlene Hutchinson, charlene_hutchinson@ios.doi.gov 202.208.3964

Government Travel Policy: Les Oden, les_oden@ios.doi.gov 202.208.6225

TMC Administrator: Tamara L. Peyton, tamara_l_peyton@ios.doi.gov 202.208.6227

Omega World Travel: Viola Thompson, vthompson@owt.net 703.359.0200, ext.392

TMC Comments and Feedback Form:

www.doi.gov/pfm/tmc/feedback.html

DOI Online Quality Assurance Form:

www.owt.net/survey/doi/daily/doi_daily.asp

DOI Travel Profile:

<https://profile.owt.net/doi>

DOI Travel Policy:

www.doi.gov/pfm/travel.html

This newsletter is available on the Internet at:

www.doi.gov/pfm/travel_newsletter

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