TSA Secure Flight Program

The Transportation Security Administration (TSA) announced the implementation of the Secure Flight program, which shifts pre-departure watch list matching responsibilities from individual aircraft operators to TSA and carries out a key recommendation of the 9/11 Commission.

"The implementation of Secure Flight is a critical step towards mitigating threats we know exist in our aviation system," said TSA Acting Administrator Gale Rossides. "Secure Flight improves security and protects passenger privacy and civil liberties by ensuring the confidentiality of government watch list matching protocols."

Under Secure Flight, airlines will gather a passenger's full name, date of birth, and gender when making an airline reservation to determine if the passenger is a match to the No Fly or Selectee lists.

By providing the additional data elements of gender and date of birth, Secure Flight will more effectively help prevent misidentification of passengers who have similar names to individuals on the watch list.

In preparation for implementation, profiles are being redesigned to accommodate the required personal data. Travelers and / or travel planners will update their profiles with their personal data.

ResX is being updated to add a pop-up screen to enter the personal data when it is not in a profile.

The Booking Request Form (BRF) is being updated to provide space to enter the new data. It will not be a required field, so travel planners will need to be sure that either the traveler’s profile or the BRF has the required information before submitting the BRF. It must be on the BRF when using a generic profile and for profiles not yet updated.

More information will be forthcoming when profiles are ready to update.

Additional information about the Secure Flight Program is available on the TSA website.

Coast Guard Requires Identification Number

The U.S. Coast Guard is now requiring the Alaska Marine Highway System (AMHS) and the Inter-Island Ferry Authority to collect the number on a government—issued photo identification when booking ferry reservations.

This information is in addition to the previously required traveler’s full name (including middle name or initial), date of birth, and citizenship. Travelers under 18 years of age are excluded from the ID requirement, but not from the rest of the required information.

The STO is updating the BRF to accommodate the required ID information. To avoid having to put this information repeatedly on the BRF, customers can contact AMHS to update the information in their AMHS profile.

Once updated, all that would be needed on the BRF is the AMHS customer identification number assigned by AMHS.

Special Point of Interest:

When requesting a reservation for a car on the ferry, please remember to record the vehicle length on the BRF in the Other Travel Special Request box.
Debbie Williams joined the State side of the STO management team in June 2006 as the State Travel Office Assistant.

Many of you in Juneau know her personally from the monthly Process Improvement Meetings, while some of you only know her voice. She has been the one leading the meetings and going over the notes she has compiled from previous meetings. Or you may know her from the STO training class that is offered each month.

Debbie has done an outstanding job assisting the State Travel Manager improve the State’s travel management program. Now she wants to spend more time fishing and on her beautiful stained glass artwork.

Kathy Adair joined the office in October 2008 and has spent the past several months learning everything that Debbie does to make the transition appear seamless to STO customers.

Please join us in bidding Debbie goodbye, and in welcoming Kathy.

**STO Research vs. Problems vs. Complaints**

What is the difference between requesting research, reporting a problem or filing a complaint?

**STO Research** is used when assistance is needed with billing questions such as hotel or airline charges that do not match up with the final itinerary.

The STO cannot research charges that did not originate with the STO. The billing vendor for those charges should be contacted directly.

Research can be done up to 90 days after travel and a response should be expected within seven business days of the request.

When requesting STO to research, send an email to storesearch@ustravel.us. Email address is located on the STO website in the STO Customer Service Standards.

**Problems** consist of anything that is going wrong with a trip before or during that trip. If an itinerary is not correct, contact the travel desk and the travel desk will contact the STO. The email to reply to is stoaaprvl@ustravel.us.

For help once in travel status, travelers can contact the STO directly.

**Complaints** consist of unsatisfactory travel experiences, dissatisfaction due to loss of State dollars, accuracy of itineraries or travel arrangements, problems with travel vendors, customer service, or other issues.

Use the on-line complaint form found on the State Travel Office web site to report complaints after travel is complete. Remember there is a positive comment form to report the good experiences.

**Delta-Northwest Merger**

The Delta-Northwest merger has become visible to the public with the introduction of combined domestic products.

One of the first outwardly visible signs that the two airlines are now one is Northwest employees wearing Delta uniforms.

Delta signage is replacing Northwest signage at several airports with the expectation to have all domestic airports transformed by the end of the year.

Travelers will notice the dual-airline functionality on delta.com and nwa.com and via Delta and Northwest airport check-in kiosks.

Customers will also notice changes to their Delta and Northwest mileage programs as they merge into one.

By the end of the year, Delta expects to have all North west aircrafts repainted and redesign the interiors.

Delta is continuing its progress to achieve a single operating certificate by the end of 2009.

**Special Point of Interest:**

When experiencing any kind of airline delay; weather, mechanical, or otherwise, during a trip call the STO to help resolve problems 1-866-762-8728