

# State Travel Office News



## In The Spotlight

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Test your STO Knowledge  
\$25 Starbucks Card  
May Winner

Dianna Pree  
DPS—Anchorage



June 21

### Upcoming Travel Desk Training

Date: June 25, 2009  
From: 1:00 pm to 4:30 pm

In Juneau  
Sign up when posted at:  
<http://fin.admin.state.ak.us/dof/training/index.jsp>

Out of Juneau  
Conference line available,  
but limited.

Sign up by email:  
[kathy.adair@alaska.gov](mailto:kathy.adair@alaska.gov)

## Survey

**Business Definition: Survey**  
“The collection of data from a given population for the purpose of analysis of a particular issue. Data is often collected from only a sample of a population, and this is known as a sample survey. Surveys are used widely in research, especially in market research.”

The State Travel Office has been open since April of 2005. During that time the Department of Administration, Division of Finance has been using surveys to measure customer satisfaction with the contract travel management company (TMC).

The survey has evolved so that the first question is designed to give respondents an avenue to vent their frustrations over the whole idea of a State travel office. The survey also allows respondents to write about any issues, concerns, or positive comments about their experience using the STO.

There has been a considerable drop in participation in the survey. Travelers are encouraged to participate and register your opinion whether positive or negative about your experiences during the quarter being measured.

Comments made in the survey are read carefully, and if there is confusion about the process, it is clarified with an added note.

If a suggestion is made, it is taken under advisement and many of the changes that have been made in the process are directly related to these suggestions.

The survey for [3rd QTR FY09](#) has been posted to the web.

USA Today has come out with a new survey — apparently, three out of every four people make up 75% of the population.

David Letterman

## TSA Secure Flight Program

The first publicly-noticed step in implementing the multi-phase [Secure Flight Program](#) began on May 15, when the Transportation Security Administration (TSA) began asking passengers to enter their name as it appears on the government issued identification when making airline reservations.

Currently, small differences between the passenger's ID and the passenger's reservation information, such as the use of a middle initial instead of a full middle name or no middle name or initial at all, will not be an issue for passengers.

Over time, passengers should strive to obtain consistency between the name on their government issued ID and the travel information they use for booking flights.

The second phase of Secure Flight begins August 15, 2009 when passengers will be required to enter their date of birth and sex when booking airline flights.

Once Secure Flight's advanced technology is fully implemented in early 2010, enhanced watch list matching will be done by the government. Airlines will gather a passenger's name, date of

birth, and sex when making an airline reservation to determine if the passenger is a match to the Selectee or No Fly lists.

By providing the additional data elements of sex and date of birth, Secure Flight will more effectively help prevent misidentification of passengers who have similar names to individuals on the watch list and better identify individuals that may pose a known or suspected threat to aviation.



## STATE TRAVEL OFFICE

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See us on the Web!  
<http://fin.admin.state.ak.us/dof/sto/index.jsp>

To subscribe - sign up at:  
<http://list.state.ak.us/guest/RemoteListSummary/travelofficeinfo>

*Pleasure in the job  
puts perfection  
in the work.*

Aristotle

### Test Your STO Knowledge

There will be a random drawing for a prize from the answers submitted by June 15, 2009 to: [doa.dof.statetraveloffice@alaska.gov](mailto:doa.dof.statetraveloffice@alaska.gov)

1. What is the purpose of the Department of Administration, Division of Finance survey?
2. When will TSA require date of birth and sex when booking airline flights?
3. Effective July 1, what will it cost to check two bags on Alaska Airlines or Horizon Air outside Alaska?
4. How can travelers save on the baggage fee when traveling on United?
5. When do profiles become dormant in Apollo?

Prize winnings from the contest are considered non-cash compensation, and will be included as W2 earnings.

## Alaska Airline and Horizon Air Baggage Fee

Alaska Airlines and Horizon Air announced they will join nearly all major domestic carriers in charging for a first checked bag. Passengers traveling on tickets purchased or reissued as of May 1, 2009 for travel beginning July 7, 2009, will be charged \$15 for the first checked bag.

Piece Number	Charge one way
1st Bag	\$15 (USD)
2nd Bag	\$25 (USD)
3rd Bag	\$50 (USD)

The second checked bag will remain at \$25 and the charge for a third bag will drop from \$100 to \$50.

Travelers who check three bags will pay a total of \$90 instead of \$125. Fees for overweight and oversized bags will not change.

**For travel solely within the State of Alaska, travelers will continue to be allowed three free checked bags.** First class, MVP, and MVP Gold Mileage Plan members, unaccompanied minors, military personnel on active duty and passengers traveling to or from Mexico City and Guadalajara, Mexico, will not be charged for the first checked bag.

Passengers checking in with a partner or codeshare flight may be subject to additional checked baggage restrictions. Please check with the

operating carrier for more information regarding their baggage allowance and fees.

In conjunction with the baggage fee change, effective July 7 for tickets purchased beginning May 1, 2009 Alaska Air and Horizon will implement a new Baggage Service Guarantee program to compensate passengers if their luggage is not at the baggage claim 25 minutes after their flight parks at the gate. Passengers may be compensated with 2,500 Alaska Airlines Mileage Plan miles or an e-certificate worth \$25 off a future flight.

For additional information on fees, exceptions, and the Baggage Service Guarantee, visit [alaskaair.com](http://alaskaair.com).

## ATM Locator

ATM Locators are available on the web. The site helps users to quickly identify ATM locations.

[The Visa Locator](#) allows cardholders to search for ATMs by geographic area worldwide.

The locations are viewable by lists only or with maps.

Using the Advanced Search feature, users can specify certain characteristics such as 24-hour access, PIN change capabilities, balance inquiry capabilities, wheelchair access, and Braille.

The Airport ATM Search feature allows users to select specific airports, and provides the location of the ATM within the airport.

## United Baggage

To encourage customers to use United's [online check-in](#), the site will offer a discounted checked bag price of \$15 for the first bag and \$25 for the second.

The discount applies to tickets purchased by May 14, 2009 for travel beginning June 10, 2009 within the U.S. and to/from Canada, Puerto Rico, and the U.S. Virgin Islands.

Passengers paying for checked bags at the airport will pay \$20 for the first bag and \$30 for the second bag.

More information is available at [united.com](http://united.com).



## Double Miles

Alaska Airlines and Horizon Air are offering customers a [Double Mileage Promotion](#) for travel on flights from May 6, 2009 through June 30, 2009.

To be eligible, travelers simply need to register their mileage number on-line at [alaskaair.com](http://alaskaair.com) prior to travel and view applicable terms and conditions that apply.

State travelers are allowed to earn air miles when traveling.

### Special Point of Interest

Profiles not used for thirteen months become dormant in Apollo, the reservation system.

The profile is still in ResX and the STO can reactivate the profile in Apollo upon request.