

**IN THIS ISSUE**

- 1 Hotel Negotiations Review: Strategies and Results Part I

*In this issue, RRTM surveys corporate travel managers about hotel negotiation strategies and results. Part I addresses types of hotels negotiated, discounts obtained, data sources used in negotiating, and parties involved.*

- 7 Runzheimer Business Travel Cost Forecast for 2003

*Runzheimer forecasts travel costs for the calendar year 2003.*

- 11 Domestic Business Travel Price Index

*First Quarter 2002 Meal, Lodging and Car Rental Indices*

- 12 Domestic Business Travel Price Index

*First Quarter 2002 Airfare Indices*

**Hotel Negotiations Review:  
 Strategies and Results  
 Part I**

For the first time in years, many hotels are experiencing lower occupancy rates. At long last, we see evidence—and perhaps an opportunity—to negotiate more successfully with hoteliers. Travel industry suppliers have been forced to deal with a transformed economy and, therefore, more stringent travel policies and travel alternatives on the part of their corporate buyers, for nearly a year.

Hotel negotiations offer travel managers an excellent opportunity to control travel costs for their organization. This article will allow for comparison of negotiated discounts and other concessions, and provide insight on how to achieve better results when working with lodging management.

**About Survey Respondents**

**RRTM** surveyed corporate travel managers on their hotel negotiations in early April; this article is based on 59 responses to that survey.

Table 1 shows that most survey respondents (26%) have an annual travel budget of \$5 million to \$10

Description	Annual Travel Budget	2002 Respondents
(S) Small	\$1 million or less	8%
(S-M) Small-Medium	\$1,000,001-\$5 million	24%
(M) Medium	\$5,000,001-\$10 million	26%
(L) Large	\$10,000,001-\$30 million	21%
(L) Large	More than \$30 million	21%

million. Aside from budgets of less than \$1 million, all other categories are evenly distributed.

The number of frequent travelers that affect travel budgets is shown in Table 2, page 2. The largest group of respondents, 43%, claim more than 500 frequent travelers. Nineteen percent of respondents report 201-500 frequent travelers, 14% assist in managing 101-200 frequent travelers, with an additional 24% of respondents with fewer than 100 frequent travelers.

Table 2 Number of Frequent Travelers of Respondent Organizations	
Description	2002 Respondents
Less than 20	3%
21-50	12%
51-100	9%
101-200	14%
201-500	19%
More than 500	43%

When comparing number of travelers to travel budgets, varying degrees of travel policy—stringent to liberal—come to surface.

## Hotel Review

The largest group of respondents (45%) report spending between \$1 million and \$5 million per year on hotel expenses (Table 3). Over one-fourth (27%) spend more than \$5 million, with nearly an equal amount of respondents (28%) that spend less than \$1 million annually.

Table 3 Annual Hotel Expenditures of Respondent Organizations	
Annual Hotel Spend	Percent of 2002 Respondents
Less than \$1 million	28%
\$1,000,001-\$5 million	45%
\$5,000,001-\$10 million	16%
More than \$10 million	11%

When asked to express hotel expense as a percent of total T&E, survey respondents report an average of 26%, (Table 4).

**RRTM COMMENTS:** *For two decades, Runzheimer has professed that hotel expenses are typically half of airline expenditures.*

Table 4 Hotel Expense as a Percent of Total T&E of Respondent Organizations	
	Percent
Mean	26%
Median	25%

*Historically, and in accordance with survey data collected and reported in Runzheimer's Survey & Analysis of Business Travel Policies & Costs, airline costs make up 47% to 50% of a corporate travel budget. The reported mean and median of 26% and 25%, respectively, are in alignment with reported airline expenditure percentages, and also demonstrate how increasing hotel costs affect the ratio.*

Full service hotels are most often used by travelers according to 98% of respondents; this is followed by 86% of respondents whose travelers use limited service properties (Table 5). There is no difference in use of either deluxe or economy hotels, both reported by 43% of respondents.

**RRTM COMMENTS:** *Hotel services and/or amenities are no longer as distinct—or as plentiful—as just one year ago. With cutbacks in travel, many hotels have found it necessary to scale back on service in order to reduce their costs. What was once 24-hour room service may now be available until 11:00 p.m., or a hotel with multiple restaurant types may now offer one only. This does not, however, indicate that the cost of a room will be less, only the services associated with it.*

*Full service properties are beginning to look more like the limited service sector, and now most economy hotels have communication ports*

Table 5 Types of Hotel Properties Used by Respondent Organizations	
Hotel Type	Percent of 2002 Respondents
Deluxe	43%
Full Service	98%
Limited Service	86%
Economy	43%
Total exceeds 100% because of multiple answers	

*in place for travelers, just as more expensive lodging does.*

*As a spokesperson for the Radisson chain recently stated—the hotel industry is relying on retention of loyal customers. That puts you in the driver’s seat, right?*

***RRTM RECOMMENDS:*** *Encourage use of limited service and economy properties through preferred supplier initiatives. Use of deluxe accommodations should be exceptions and not necessary for short-term business trips.*

The 59 organizations that constitute this survey do their share in supporting the hotel industry. The average number of annual room nights is 47,183, with a median of 12,000 (Table 6).

Mean	47,183
Median	12,000

Mean and median negotiated hotel rates of respondents are shown in comparison with 2001 in Table 7. Respondents report lower rates for both negotiated and overall daily rates across the board, thus far, in 2002 versus 2001. The median negotiated hotel rate of \$99—a double digit figure—has not been reported in **RRTM** since 1996, when it was reported at \$85.

## Single Properties versus Hotel

Over half (52%) of respondents negotiate special rates with both single properties and hotel chains

	Percent of 2002 Respondents
Particular property (or properties)	41%
Chain	5%
Both	52%
No	9%
Total exceeds 100% because of multiple answers	

in an effort to achieve special rates (Table 8). Forty-one percent prefer to deal solely with a single property, while only 5% of respondents choose to negotiate exclusively with a hotel chain.

***RRTM COMMENTS:*** *Your travel volume may not support negotiations with a single property. However, guaranteed market share to one property is a hotelier’s dream. In addition, price concessions are then driven by local market conditions, not on a national level.*

*Chain negotiations are advantageous when the chain offers properties in locations frequently visited by your travelers. In addition, chain negotiations can save time, allowing travel managers to deal with a single account representative for multiple locations. However, keep in mind that chain properties often differ by location. When a traveler is dissatisfied with safety, security and amenities, it opens the door to non-compliance.*

***Use both methods to your advantage!***

Of respondents who negotiate hotel discounts, one-third achieve discounts of up to 19% (Table 9, page 4). Nearly one-half, 46%, secure 20-39% off rack rates, while an additional 21% of

Hotel Rate	Average		Median	
	2001	2002	2001	2002
Negotiated hotel rate	\$116	\$111	\$104	\$99
Overall daily hotel rate	\$124	\$121	\$121	\$112

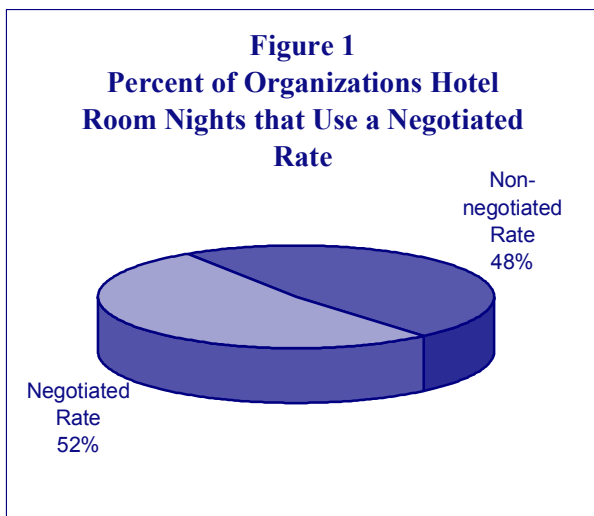
respondents yield an average discount in excess of 40%.

**RRTM RECOMMENDS:** *As a rule of thumb, travel managers should opt for fixed rates versus discount off rack. Fixed rates will yield better results as they are not affected by market conditions. Rack rates are often set unrealistically high to establish a base line for high demand periods—and the leisure traveler—and thus may establish an unrealistic benchmark.*

Percent Off	Percent of 2002 Respondents
0-9%	2%
10-19%	31%
20-29%	24%
30-39%	22%
40-49%	6%
50-59%	9%
Over 60%	6%

Figure 1 shows that there is probably opportunity for cost reduction where we see little variance between an organization’s use of negotiated versus non-negotiated room rates at 52% and 48%, respectively.

Buy-in from your travelers, as well as consistent communication of policy to travelers and your travel agency, should increase use of room nights at a negotiated rate.



## First Step

To determine which properties most closely meet corporate travel needs and initiatives, managers report studying travel management reports supplied by their travel agency (57%), polling organization travelers for preferences (45%), with an additional 40% of respondents that study charge card reports provided by charge card company, asked field/branch office for records, or visited city to select possible hotels, and 22% that reviewed their organization’s internal expense reports (Table 10). While 10% of respondents rely on recommendations from their travel agency, **RRTM** recommends more reliance on travelers as an agency’s promotion of one property over another may be self-serving. Of the 19% of respondents who noted “other” criteria, most indicate use of hotel reports, travel department reports, and their own management reports (CTD).

**RRTM RECOMMENDS:** *A thorough understanding of traveler preferences and patterns is essential. This allows for increased compliance as travelers are more apt to use a preferred supplier they have used in the past.*

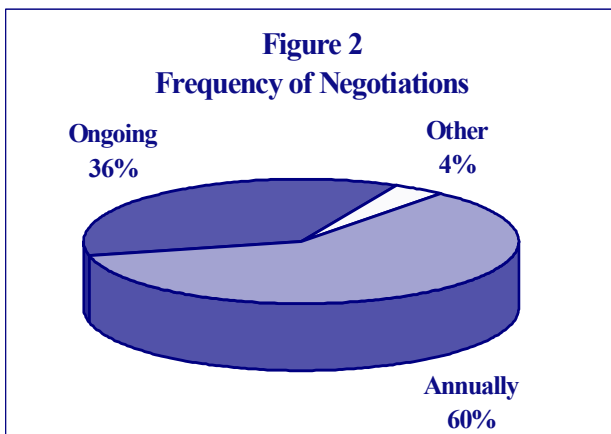
*As with airline negotiations, hoteliers expect managers to be armed with data that supports market share or volume commitments. Although*

Criteria	Percent of 2002 Respondents
Studied travel management reports from agency	57%
Polled organization travelers for preferences	45%
Studied charge card reports provided by charge card company	40%
Asked field/branch offices for records	40%
Visited city to select possible hotels	40%
Reviewed organization’s internal expense reports	22%
Relied on recommendations from travel agency	10%
Other	19%
Total exceeds 100% because of multiple answers	

*management reports from travel agencies are a good source for tracking and evaluating travel patterns, use of online and self-booking systems may skew actual use.*

## Negotiations

Of companies negotiating for discounted rates or concessions, nearly two-thirds (60%) indicate negotiations take place annually (Figure 2). Over one-third of respondents (36%) indicate it is an ongoing process.



On average, respondents report negotiating with 105 properties over the last 12 months, with the median number of properties being 41 (Table 11).

<b>Table 11</b> <b>Number of Negotiated Properties in Last 12 Months</b>	
	<b>2002 Respondents</b>
Mean	105
Median	41

Discounts are achieved through direct negotiations with hotels by the majority of respondents, 87%, (Table 12).

Table 13 shows data sources for negotiating. Over three-fourths (76%) of respondents use agency reports, with an additional 43% that find charge card reports very useful. Two-thirds of respondents feel that agency reports are the most useful data source (Table 14).

<b>Table 12</b> <b>How Respondents Achieved a Discounted Rate</b>	
<b>How Negotiated</b>	<b>Percent of 2002 Respondents</b>
Organization negotiated directly with hotel	87%
Travel agency negotiated rate for organization	7%
Used hotel consolidator	2%
Other	4%

<b>Table 13</b> <b>Data Sources for Negotiating</b>	
<b>Data Source</b>	<b>Percent of 2002 Respondents</b>
Travel management reports (provided by agency)	76%
Charge card reports (provided by charge card company)	43%
Organization's internal expense reports	26%
Other	14%
Total exceeds 100% because of multiple answers	

<b>Table 14</b> <b>Most Valuable Data Source for Negotiating</b>	
<b>Data Source</b>	<b>2002 Respondents</b>
Travel management reports (provided by agency)	66%
Charge card reports (provided by charge card company)	17%
Organization's internal expense reports	9%
Other	8%

**RRTM COMMENTS:** *In our consulting practice, we rarely see hotel reports from travel agencies that add up to the total expense as measured in the organization's general ledgers. We surmise this is because so many hotel reservations are made direct or through branch offices. In any case, charge card reports are more likely to provide useful data for negotiating purposes than agency reports, particularly if your organization mandates use of your charge card.*

Successful negotiations often depend on with whom you are negotiating. Eighty-eight percent of respondents contact the individual property sales manager (Table 15). National sales manager (50%), and individual property general manager (48%), compete for second most likely contact in the negotiation process.

Contact	2002 Respondents
Individual property sales manager	88%
National sales manager	50%
Individual property general manager	48%
Regional sales manager	36%
Don't know	2%
Other	2%
Total exceeds 100% because of multiple answers	

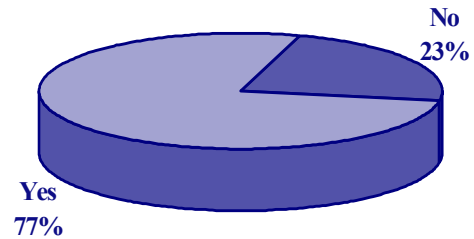
***RRTM RECOMMENDS: Begin negotiations with a hotel's general manager as this person can most often make decisions regarding rates and amenities, as well as discuss concessions—free parking, free breakfasts, etc.—a hotel is willing to provide in return for market share. If you have meeting business for the hotel, you may get a better deal from the sales department.***

After initial research, most respondents (77%) limit the number of preferred suppliers per location (Figure 3). On average, 52% of respondents select 2-3 preferred properties per location (city), as shown in Table 16. Over one-fourth of respondents indicate no pattern.

An average 32% of respondents have performed site inspections of preferred hotel properties, with the median being 25% (Table 17). Site inspections afford travel managers a comfort level with a particular property or hotel chain. In addition, they may ensure traveler compliance.

Survey respondents have negotiated special hotel rates in an average of 41 cities; the median is 20 cities (Table 18).

**Figure 3  
Limitations on Number of Preferred Properties per Location**



Limit	Percent of 2002 Respondents
1	5%
2-3	52%
4-5	15%
More than 5	2%
No pattern	26%

	2002 Respondents
Mean	32%
Median	25%

	2002 Respondents
Mean	41
Median	20

***In next month's issue of RRTM, Part II of Hotel Negotiations Review will address soft-dollar benefits, contracts and agreements, security standards, commissions, cost savings, and satisfaction with the hotel negotiation process.***

***Also, we will remind you how use of trip models can institutionalize hotel usage compliance, save time, and reduce services costs by offsetting them with hotel commissions income.***

# Business Travel Cost Forecast 2003: 3% Decrease Predicted

Sometimes, a forecast can be very difficult, particularly when those who read such forecasts undertake action that causes that forecast to turn out to be quite accurate or quite off the mark.

Runzheimer has been preparing annual forecasts of business travel costs for over 10 years and we receive more calls from business journalists on this annual May prognostication than any other single issue. And, surprisingly enough, these calls persist from May till December. As a matter of record, we have been more on the mark than off it in terms of predicting what really is business travel “budgeting” behavior.

## *Assumptions—Business Travel Generally*

Because of the recession in late 2001 following events of 9/11, we expect business travel volume to rise by about 10% in 2003 versus 2002. However, because of airport hassle associated with screening, we expect a higher than historical percentage of short-haul trips (between 150 miles and 500 miles) to use surface travel. Only one statistical source could verify that assumption after the fact—the National Travel Survey.

We are constantly amazed at how few people involved in corporate travel pay any attention to those employees who ride the ridges in automobiles to call on customers and to manage other aspects of territorial geography. We believe that today it can be even more important than ever before to expand the scope of travel management to cover those travelers and their need for good planning and good value on their frequent trips.

We also assume that a habit of corporate conservation, wrought by rife unpleasant reports of losses and sharply declining profits, plus the wake-up call regarding “creative accounting” and its sorry impact on corporate integrity, will cause travel dollar volume to drop from 2002. This will apply all across the travel supplier industry and we already see signs that suppliers are beginning to heed the warnings.

## Total Business Travel Costs— Down 3%

This is not a bad omen because it suggests greater overall productivity from travel dollar investment because we expect trip volume to rise a moderate 2-5%. In some companies—perhaps too many—the emphasis will be on tighter budgeting rather than smarter buying, but clearly, if you want suppliers to get a message, you must continue what has already begun: a deliberate and conscientious refusal to acquire services at outrageous costs. In each category outlined below, we repeat some of our recommendations for improving value.

## *Assumptions—Airline*

This year, we deal with a whole new set of circumstances, not only from 9/11, but also from a business recession, and from what can only be described as a customer revolt against airline business travel pricing. Accordingly, we are including our assumptions for some specific factors affecting business travel procurement behavior:

- Airline pricing will change to reflect competitive factors and corporate buyer indignation. We believe network airlines will finally alter their formulas, with so-called leisure fares approaching standard fares of low-fare airlines, and with business coach fares set at approximately 150% of leisure levels.
- Major network airline scheduling will also change, with less hub intensity. New point-to-point services will be offered even when they are independent of a carrier’s primary hubs, e.g., American’s flights between LaGuardia airport in New York and Houston’s Hobby airport.
- Southwest, JetBlue, AirTran and American Trans Air will continue to expand their “point-to-point networks.” Fares more often will be

added over connecting points.

- Overseas airline coach fares will remain similar strategically to what they are now—high in the summer, low in the winter—with highest fares applicable to popular hubs like London, Frankfurt, and Paris in Europe, Tokyo, Hong Kong, Seoul, Sydney and Bangkok in Asia. We also expect moderate fare inflation of 3%
- Corporate airline negotiations will move away from system discounts toward fixed fares on individual city-pairs where adequate competition exists. This is only because, in some cases, airlines have won share levels that allow no room for further negotiation unless they alter their route structure. While we believe the latter is inevitable, it will be slower in coming than some rationalization of fare structures. Note that America West Airlines has already decided not to be a member of the club that has ignored business protests about unfair pricing.

### Airfares—Down 5%

We expect business travel volume to rise by about 10% in 2003, after a disastrous reduction between June 2001 and June 2002. We also expect business customers to insist on getting more for their money, so business travel yields will drop from about 32 cents a mile to a lower level, probably more like 27 cents a mile. If airlines make the necessary upward adjustment in leisure fares, and stop giving the store away on connecting flights, just to steal a few of their competitors' customers, resulting overall yield should be higher than in 2000.

Airline fare restructuring will tend to decrease airline reliance on business travelers for most of their domestic sector profits. On international routes, companies that continue to fly at premium levels will continue to pay fares that wouldn't make sense to shareholders, so we see some additional corporate migration to stricter rules on using business class and first class fares for overseas travel.

### Recommended actions to be taken by travel managers:

1. Analyze recent history on your city-pairs and yields; bring these data to the negotiating table and look for "hungry" airlines that might accept a deal with a 10% to 20% reduction in your yield; remember that they have accurate yield information only on total city-pair traffic; if your yield is 45 cents a mile, for example, an airline that wants you as a customer on that segment may be willing to give you a 20% cut to 36 cents a mile, usually well above their overall average yield on that route which includes leisure passengers and senior citizens.
2. Be sure to ask your agency to build, or do it yourself, a system that automatically reports lost savings when people buy late or choose schedules typically higher than your average costs or higher than DOT city-pair yields by 50% or more.
3. Take a page from frequent flyer incentives: negotiate some free upgrades to reward travelers who support your program.
4. For international airline travel, tell travelers what destinations involve highest airfare cost and encourage them to build their travel plans around secondary destinations with expensive ones as short-haul add-ons. An example is Amsterdam in Europe which may have a fare \$1,000 to \$2,000 lower than travel to London, but where adding London may cost only \$100 once you are in Europe.
5. Most important of all, keep your mind open to using different airlines from those currently favored by your travelers. Those currently favored cannot continue to be best values; we have rarely seen strategic supply management between corporate buyers and major network airlines that are balanced partnerships; airlines, like Oliver, only want "more." You may have to remind them that market share is less important than overall revenue and yield increases, often foregone in order to lure you into routing people 'round Robin Hood's barn.

**Assumptions—Lodging**

We see no strong evidence that the lodging industry will abandon its almost unblemished record of room rate inflation year-over-year. With full revolt against airlines by corporate customers, hotels assume they will be willing and able to pay more for a room. Only lodging suppliers seem to have benefited greatly from airline deregulation because, whenever fares dropped, room rates increased. Other assumptions:

- Migration to value will continue; some former first class hotel business will use lower tier accommodations, where travel managers can find some excellent rates.
- More companies will move to contract suppliers like Corporate Lodging Consultants, Inc. and Oakwood Worldwide.
- In foreign cities and in some U.S. areas, apartment rentals will be explored where transient rooms are overpriced. This, of course, eliminates room taxes as well as offering comfort and convenience for travelers.

Use of online shopping systems will increase, mainly because CRS systems have chronically complex procedures for locating and pricing hotels in unfamiliar cities.

## Lodging Costs—Flat

A new sense of thriftiness has been pervading corporate business travel during these past six months. We firmly expect budgets to be constrained, if only to assure better margins than those achieved in 2001. While room rates rise, greater sensitivity to extravagance will cause growth in revenues for budget and mid-priced chains at the expense of the first class sector. However, meetings business activity should be better than 2001 and 2002 for larger hotels; that may offset a drop in transient volume.

**Recommended actions to be taken by travel managers:**

1. Ask travelers to hunt for improved value; they can often give excellent input if asked, for example, whether airport hotels are convenient for business and if they are lower-priced than downtown.
2. While chain negotiation has not always been very effective, continued consolidation makes it easier to solicit simultaneously for several cities from a Starwood, Hilton group or Accor.
3. Always build into negotiations a discussion of free breakfasts, free parking, and free local telephone access.

**Assumptions—Business Meals**

We expect travel volume to recover sufficiently to strengthen business restaurant usage, which has been down significantly for areas depending on transient customers who stay in hotels. We expect restaurant prices to rise about 3%. Other assumptions:

- Some corporate travel managers will explore contracts with restaurants in expensive cities; we have received questions regarding access to popular local promotions involving two-for-one-price dinners, or a second person's meal at half-price. We expect that a combination of Internet access and entrepreneurship to generate some corporate meal programs.
- Per diems, either as direct payments or as guidelines, will reemerge as a popular and handy way to keep a cap on dining extravagance.
- Increased penetration of expense management tools like Concur, Gelco and Captura will enable easier spotlighting of unduly lavish dining.

## Business Meal Forecast— Up 2%

During economic recessions, dining expense receives more scrutiny from those who administer travel budgets. We expect that to continue well into 2003, but we believe also that some inflation

will occur and meal prices will be 5-7% higher than in 2002.

***Recommended actions to be taken by travel managers:***

1. Collect menus from restaurants near offices visited by your travelers and scan them into your travel Web page under that destination; if you use trip templates, include dining recommendations.
2. Look into corporate discounts/rebates from moderately priced chains; encourage travelers to use them.
3. Meet periodically with accounting to learn where dining expenses seem chronically out of line; it may turn out that travelers are eating only in their hotels; you may be able to secure a dining discount from the hotel.

***Assumptions—Car Rental***

Car rental companies quickly adjusted their fleet size after September 11. With airline capacity down about 20%, they expected comparable reductions in demand for their services. Meanwhile, they continue to be saddled with unfair taxes imposed by municipalities that are convinced that taxing visitors is good politics. Here are our assumptions for 2003:

- Car rental rates will increase by about 5%.
- Travel agency commissions elimination is unlikely to benefit corporate negotiators seeking better “blended” rates; car rental

companies want to show shareholders that this cost saving is real.

- Only one variable other than volume might affect negotiated rates—average duration of rentals.

**Car Rental Cost Forecast—  
Up 5%**

Car rental expense is now very much affected by municipal greed. Because of car rental’s generally good value, cities keep taxing renters, first with high special taxes, then with bond issues like stadiums and convention centers; these have typically been funded by Transient Occupancy Taxes

***Recommended actions to be taken by travel managers:***

1. For cities with large volume, consider local contracts with either your preferred supplier or other companies that may offer significant savings.
2. Examine your average number of days per rental. If they exceed 3 days in some cities, you may get special concessions for those longer than average rentals.

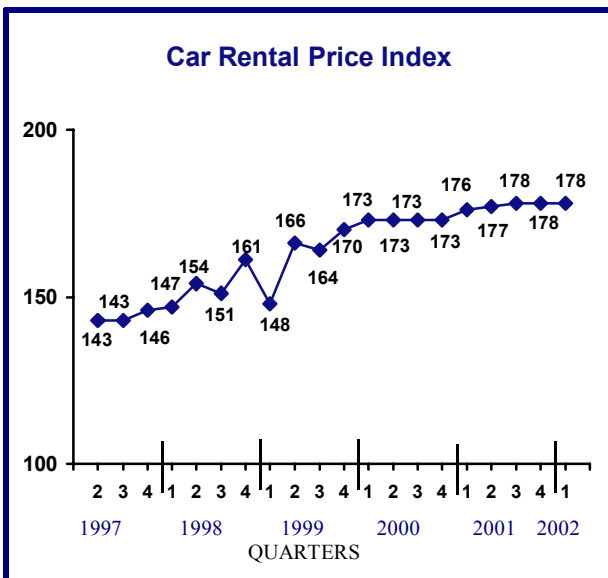
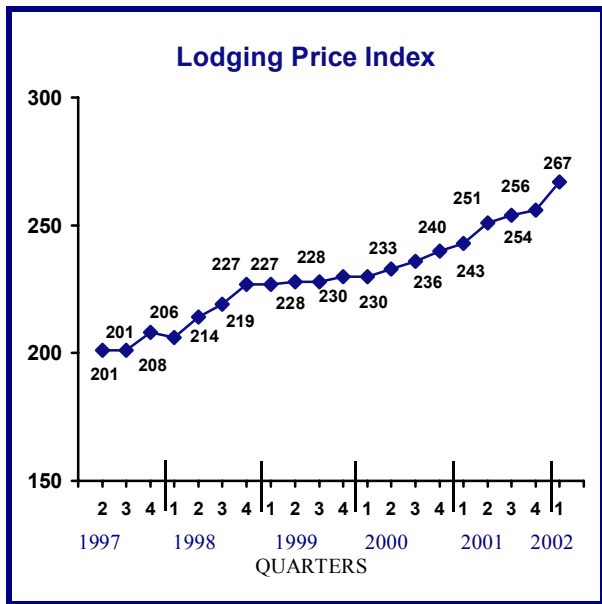
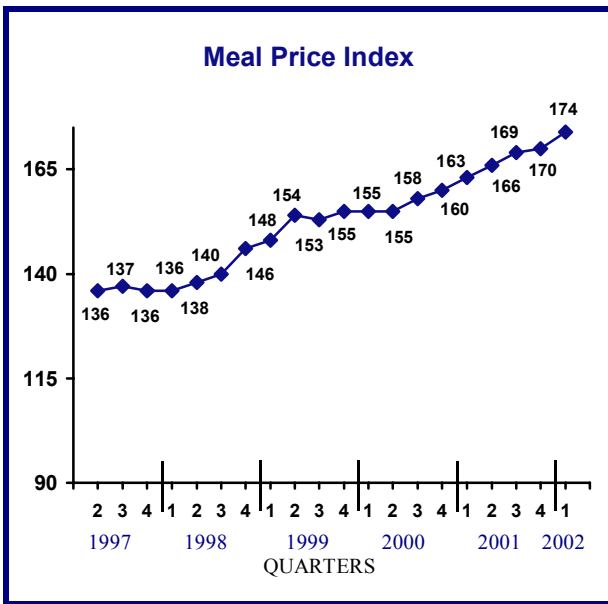
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## Domestic Business Travel Price Index

### Meal, Lodging and Car Rental Indices—First Quarter 2002

Movements of three (non-airfare) key business travel cost indices are tracked below. Compared with Fourth Quarter 2001, meal prices increased 1.8%. Lodging prices increased 4.7% and car rental prices decreased 0.2%.

Analyzed over 12 months, meal prices increased 6.4%, lodging rose 10.1%, and car rental increased 1.0%.



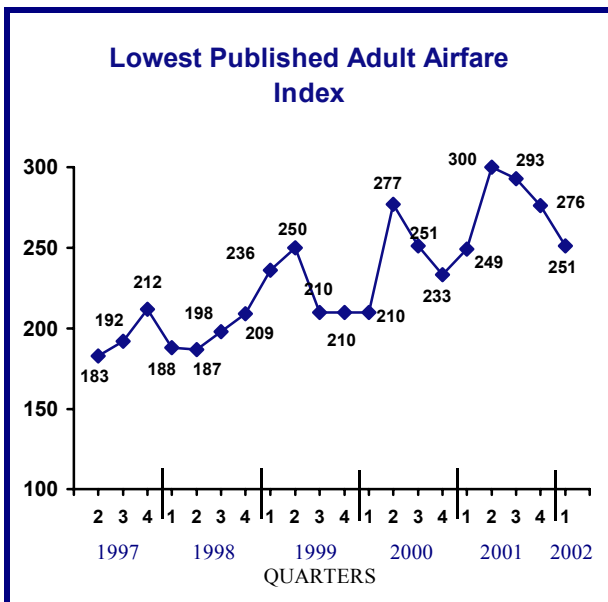
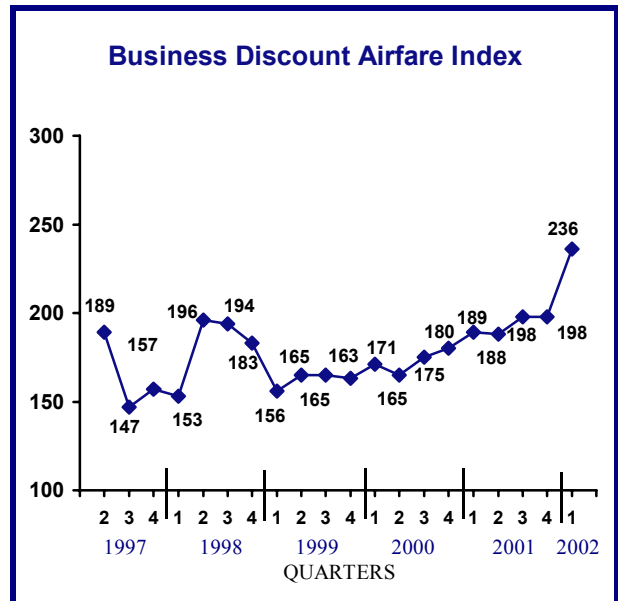
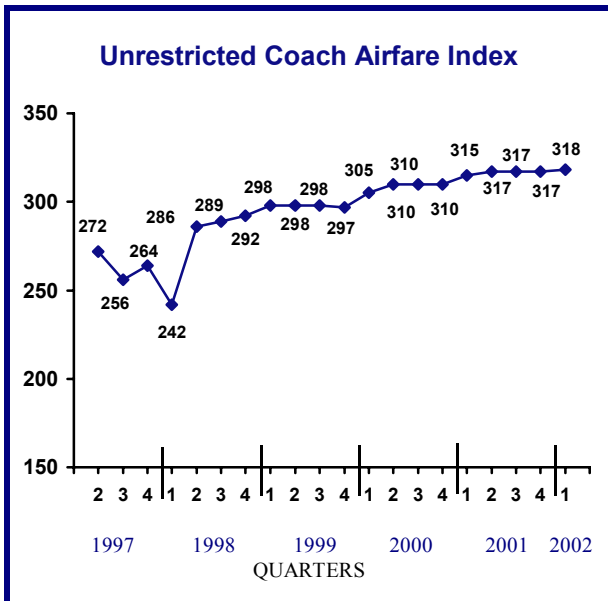
Runzheimer Domestic Business Travel Price Index meal, lodging, and car rental rates are taken from *Runzheimer Guide to Daily Travel Prices*, and are based on three-day business trips. The base year (1988) equals 100. The total Travel Price Change is figured from a weighted average of the components (airfares, lodging, meals, car rentals), and reflects recent trends in business travelers' meal, first class lodging, and car rental purchases.

# Domestic Business Travel Price Index

## Airfare Indices—First Quarter 2002

Unrestricted coach, business discount, and lowest published adult fares are tracked below. Compared with Fourth Quarter 2001, unrestricted coach increased 0.5%. Business discount fares increased 19.6%, and lowest published adult fare decreased 9.3%.

Analyzed over 12 months, unrestricted coach fares increased 1.0%. Business discount fares increased 24.9%, and lowest published adult fares increased 0.8%.



Basis: Average round-trip airfares between 20 heavily traveled business city pairs. The Domestic Business Travel Price Index reflects business travelers' airline ticket purchasing habits. The base year of the index is 1988, equaling 100. Domestic airfares provided by Amadeus Global Travel Distribution.

# Atlanta, Georgia

Population: 394,017      Eastern Time Zone  
 Area Code: 404, 678

**Airport Serving Atlanta (ATL):**  
 William B. Hartsfield International Airport  
 10 miles S of the city

**Airport Parking (ATL):**  
 Short-term: \$24.00/day  
 Short-term daily parking lot: \$12.00/day  
 Long-term economy outdoor: \$ 8.00/day  
 Park & Ride: \$ 9.00/day

**Taxi Fares:**  
 Checker Cab: 404-351-1111  
 Yellow Cab: 404-521-0200  
 Typical Fare — airport to downtown: \$18

**Useful Numbers:**  
 Airport: 404-530-6600  
 Convention & Visitors Bureau: 404-521-6600  
 Chamber of Commerce: 404-880-9000  
 Weather/Time: 770-455-7141

**Restaurants:**  
 Nikolai's Roof, 255 Courtland Street, 404-221-6362 - Russian and French  
 Mumbo Jumbo, 89 Park Pl., 404-523-0330 - Seafood  
 Bugatti Restaurant, Omni Hotel, 100 CNN Center, 404-659-0000 - Northern Italian  
 Pittypat's Porch, 25 International Blvd., 404-525-8228 - Traditional Southern  
 Pano's and Paul's, 1232 W Paces Ferry Rd., 404-261-3662 – Continental Cuisine and Seafood

**Things to See:**  
 Atlanta Botanical Garden, Prado In Piedmont Park, 404-876- 5859  
 Zoo Atlanta, 800 Cherokee Ave. SE., 404-624-5600  
 Atlanta History Center, 3101 Andrews Dr., 404-814-4100  
 Museum of the Jimmy Carter Library, 1 Copenhill Ave., 404-331-3942  
 DeKalb Farmers Market, 3000 E. Ponce de Leon Ave., 404-377-6400  
 Piedmont Park, between 10th & 14th Sts. on Piedmont Ave.

## Atlanta Average Meal and Lodging Costs

<b>Hotel:</b>	<b>LODGING</b>			<b>MEALS</b>		
	<u>Single</u>	<u>Single</u>	<u>Double</u>	<u>Average Meal Costs</u>		
	<u>Rack</u>	<u>Corp.</u>	<u>Corp.</u>	<u>Breakfast</u>	<u>Lunch</u>	<u>Dinner</u>
Atlanta Marriott Marquis	\$272.50	\$249.50	\$249.50	\$17.20	\$15.95	\$25.10
Sheraton Colony Square Hotel	\$310.00	\$224.00	\$252.50	\$15.25	\$11.95	\$30.10
Atlanta Hilton Towers	\$306.50	\$181.50	\$210.00	\$17.05	\$15.00	\$27.00
Ramada Hotel Airport	\$122.00	\$ 77.50	\$ 77.50	\$10.40	\$ 9.65	\$19.65
Hyatt Regency	\$336.50	\$288.00	\$316.50	\$16.45	\$13.85	\$32.60

**Average Daily Business Expense\*: \$348.85**  
 \*Prices include all applicable taxes and gratuities.

## Car Rental Rates

	<u>Intermediate</u>		<u>Compact</u>	
	<u>Per Day</u>	<u>Free Miles</u>	<u>Per Day</u>	<u>Free Miles</u>
Avis	\$65	UNL	\$56	UNL
Budget	\$64	UNL	\$56	UNL
Hertz	\$65	UNL	\$56	UNL
National	\$64	UNL	\$53	UNL

Source: *Runzheimer Guide to Daily Travel Prices*. The Average Daily Business Expense includes the average year-round cost for one night, single room, first class lodging; breakfast, lunch, dinner; limo to and from airport; and \$15 incidentals. Meal and lodging costs reflect prices at first class establishments. Commercial discounts or cocktails are not included. Car rental rates shown do not reflect discounts of any kind, nor do they include taxes or surcharges. Only locations at or near airports were surveyed.

## Weather

Average daily maximum and minimum temperatures are:

Jan.	52F 36	11C 2	Feb.	54F 38	12C 3	Mar.	63F 43	17C 6	Apr.	72F 52	22C 11
May	79F 61	26C 16	June	86F 67	30C 19	July	88F 70	31C 21	Aug.	86F 70	30C 21
Sept.	83F 65	28C 18	Oct.	72F 54	22C 12	Nov.	61F 43	16C 6	Dec.	52F 38	11C 3

## Airport Ground Transportation (ATL)

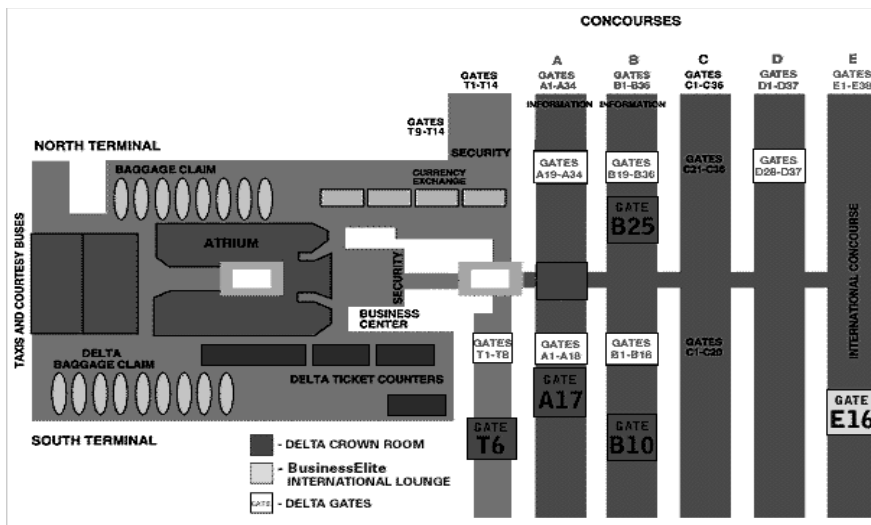
**Taxi:** \$18 flat rate 1 psgr, \$20 for 2, \$24 for 3 (max fare \$24), 15-30 min. To Buckhead business area, Lenox, \$28, \$30 for 2 psgrs (max fare \$30) 25-30 min. Add 7% sales tax to all fares. When sharing, \$1/extra/psgr for different drop-off hotels in same zone. \$5 extra for excess baggage.

**Shuttle:** Atlanta Airport Shuttle every 15-60 min 4:30 am-11:00 pm, \$10 OW, \$17 RT, 35-40 min. Lenox, Buckhead, Emory, \$15 OW, \$24 RT, res.required. Northern, eastern suburbs Northside Airport Express. \$15, every 45 min 6:30 am-11:30 pm. Roswell Every 60 min 5:30 am-11:30 pm. \$18 OW, \$30 RT. Door-to-door service.

**Transit:** MARTA train from overhead in the South Terminal, \$2 exact change. Space to stow luggage/hang garments. 15 min to Fivepoints, downtown. 17 min from airport. Trains leave every 8-15 min M-F, 4:34 am-2 am; every 10-15 min Sat, 4:44 am-1:06 am; every 15 min Sun, 5:17 am-12:47 am.

**Source:** 2002 Salk International's Airport Transit Guide, Copyright ©2001 by Salk International Travel Premiums, Inc., P.O. Box 1388, Sunset Beach, CA 90742.

## Atlanta (Hartsfield) International Airport



Each month, this update provides lodging and meal costs for one city which will be featured in City Highlights next year. Twenty-four cities are featured in City Highlights on a bi-annual cycle; during the year a city is highlighted, the update provides subscribers with current lodging and meal costs in that location.

## Chicago, Illinois Update

### LODGING

Hotel:	Single	Single	Double
	Rack	Corp.	Corp.
Best Western Inn of Chicago	\$217.00	\$149.50	\$149.50
Clarion Executive Plaza	\$228.50	\$177.00	\$177.00
Holiday Inn Mart	\$320.50	\$177.00	\$177.00
Hyatt on Printers Row	\$297.50	\$182.50	\$211.50
Westin River North	\$493.00	\$372.50	\$372.50

### MEALS

Average Meal Costs		
Breakfast	Lunch	Dinner
\$12.00	\$ 9.90	\$16.70
\$16.85	\$16.05	\$34.95
\$17.00	\$14.75	\$30.55
\$19.85	\$15.80	\$43.25
\$19.55	\$17.05	\$35.95

**Average Daily Business Expense\*: \$385.10**

\*Prices include all applicable taxes and gratuities.

## Car Rental Rates

	Intermediate		Compact	
	Per Day	Free Miles	Per Day	Free Miles
Avis	\$65	UNL	\$62	UNL
Budget	\$98	UNL	\$92	UNL
Hertz	\$65	UNL	\$62	UNL
National	\$63	UNL	\$59	UNL