



State of Air Transportation... "Meh"

- 82% of biz travelers say air transportation is about the same or worse than last year
- Delays cited as primary challenge – 90% of respondents said they experienced at least one delay in the past 12 months, while more than half said they were delayed at airports four or more times in that period
- Some good news! Business travelers like airport facility upgrades, especially those involving Club Lounges (54%), Free Airport-wide WiFi (19%) and Enhanced Gate Areas, including power ports and more seating (16%)



Top Business Travel Destinations

- 65% of survey respondents said business travel mostly takes them around North America and 14% named Europe as the second most traveled to region for business
- Respondents named New York City, London and Los Angeles, respectively, as the top three most traveled to cities.



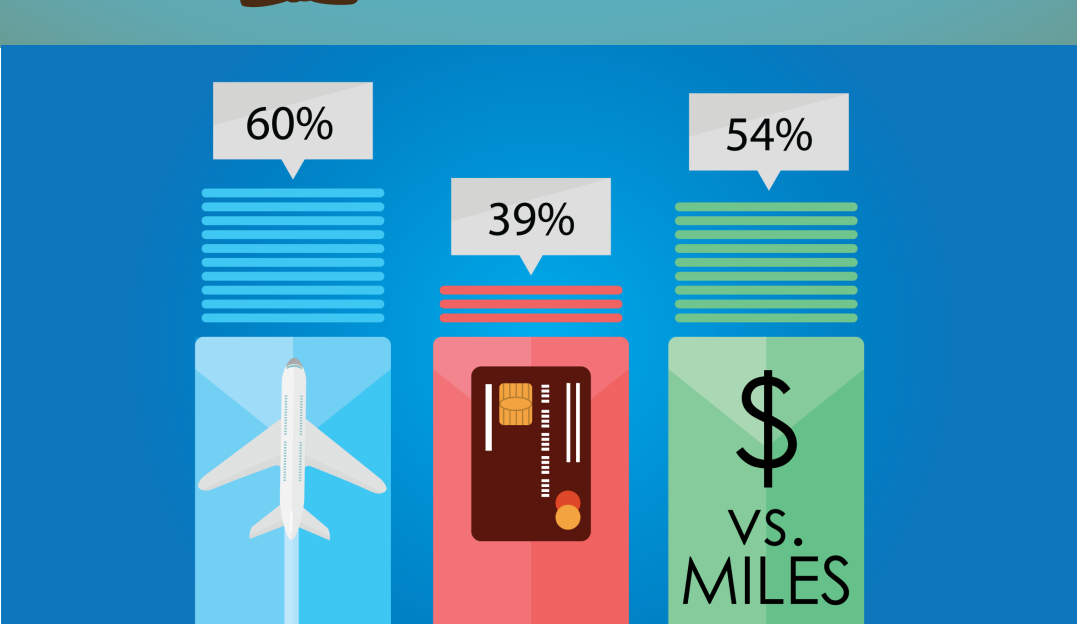
American Airlines Named Tops for both Domestic and International Travel

- Survey participants named American Airlines their number one choice for domestic (52%) and international (28%) business travel, respectively
- United (13.2%) and Delta (12.8%) ranked two and three, respectively, for domestic travel
- British Airways (11%) came in number two for international business travel, followed by Cathay Pacific at 10%



Road Warriors on the Road Again...And Again

- 43% of survey participants said they traveled 15 times or more in 2015
- 83% expect to travel as much or more in 2016



79% of Business Travelers Earned 100K or More Frequent Flyer Miles in 2015

- Sixty percent (60%) of respondents said they earned the majority of points by flying, while 39% earned more miles through credit card purchases
- Fifty-four percent (54%) of business travelers said they earned the same or less miles since some carriers have adopted new rewards policies based on dollars spent vs. miles flown



Business Travelers Catch Up on Personal Pursuits in the Air

- 85% of business travelers say reading or watching a movie comes before work inflight



61% of Respondents Said Business Travel has Allowed Family Vacations that Would Not have Otherwise Been Possible



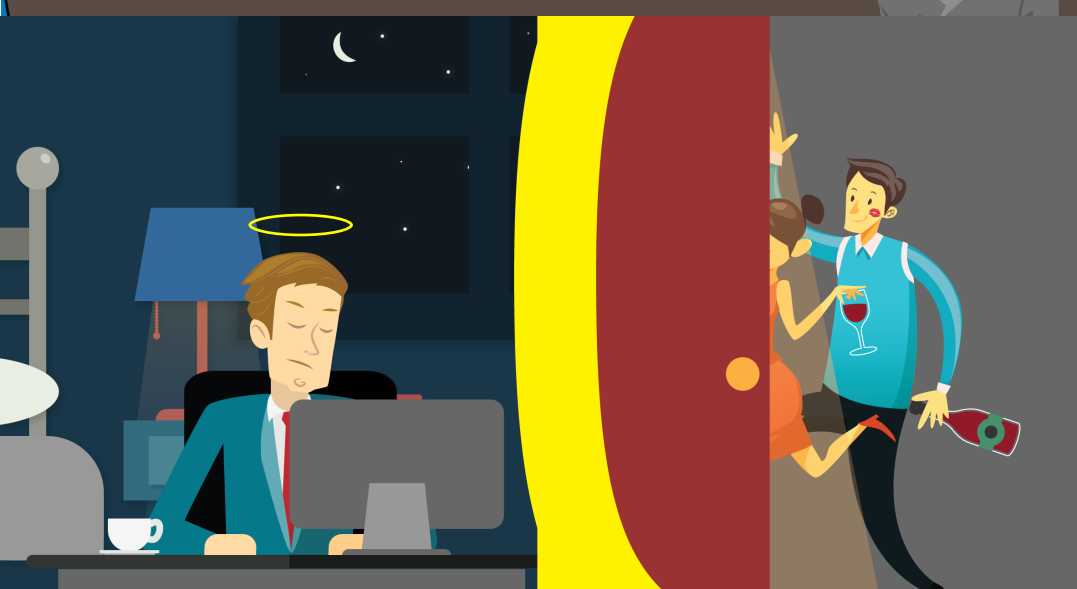
Rideshare Services, like Uber or Lyft, Supplant Traditional Cabs for Getting Around

- In the past 12 months, 25% of business travelers said they opted for Uber or Lyft vs. a traditional taxi (17%) to get around
- But when it comes to lodging, corporate policies aren't feeling as much love for the sharing economy. 40% of respondents said they were not allowed to stay at an Airbnb type of accommodation while traveling for business.



15% of Biz Travelers Admit to Padding Expense Reports

- More than 10% of "padders" admit to expensing meals with friends as though they were business associates



Most Business Travelers Claim to Be a Sainly Bunch

- 85% say they do not participate in any extra-curricular activities that they would not also do at home.
- The 15% that did admit to loosening up the reins during a business trip said they participated in one or more of the following:
 - Engaged in an extra-marital affair (7.6%)
 - Visited a strip club (6.4%)
 - Viewed adult entertainment in hotel room (4.3%)
 - Pretended to be someone else (3.4%)
 - Experimented with recreational drugs (1.9%)



Sources

- ExpertFlyer.com and ViewFromTheWing.com survey of approximately 1,500 subscribers and readers, respectively.

Business Travel Survey