

Corporate Travel Benchmark Report

2009



No Boundaries. Just GetThere.

GetThere's Corporate Travel Benchmark Survey provides a summary of the online travel trends, savings and adoption techniques currently in use at leading companies. All results are based on December 2008 travel data as self-reported by each company's corporate travel department.

Executive Summary

Given the broad economic challenges of today, 49% of respondents unsurprisingly reported their company spent less on corporate travel in 2008 as compared to 2007. Companies are increasingly looking at ways they can balance or offset rising costs while still staying focused on top priorities such as emerging markets, traveler experience and risk management issues. The most popular method for reducing overall company cost was limiting/reducing employee travel, with use of an online booking tool coming in second.

Overall, companies have increased their online adoption on GetThere for the eighth consecutive year, with leading companies reaching an average adoption of 73%, up from 71% a year ago. The average online adoption of the 10 highest-adopting companies is 92%.

The survey reveals that companies continue to report significant cost-savings resulting from higher adoption:

- 65% online agency fee savings
- 81% realized lower online booking rates vs. offline booking rates using GetThere

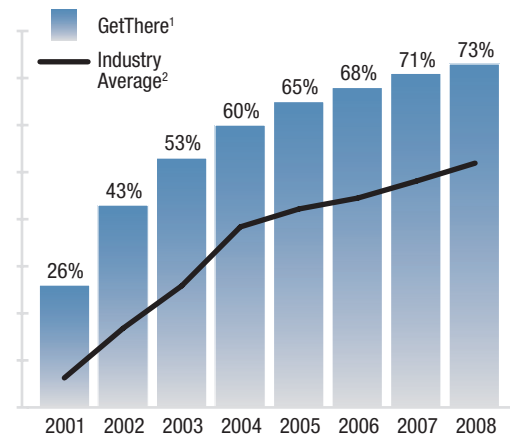
Fifty-five percent of companies base their online adoption calculations on all bookings, up from 40% in 2007. Although some companies exclude certain types of travel in their calculations, more companies continue to implement new online features that allow additional types of transactions to be booked online, thereby maximizing online savings opportunities.

While EMEA continues to be a focus for many companies looking to expand their online travel programs beyond the United States, 2008 saw many companies moving their online programs into emerging markets like China, India and Japan. The average adoption rates by region range from a high of 95% in several European countries to a low of 20% in Hungary.

Meetings and/or group travel represents an average of 31% of a corporation's total global travel spend. Companies reported that 61% of meetings-related travel was for ad-hoc meetings rather than for large corporate events, while 73% said they are currently using an online meeting planning or evaluating a meeting planning tool this year. Companies using an online meeting planning tool in 2008 report 47% of their total meetings were planned online and 56% of their meeting travel was booked online.

Mid and large-market companies from all over the globe and from various industries are represented in the 2008 survey results, indicating that companies of all sizes continue to evaluate savings metrics and expand their travel programs to take advantage of online savings opportunities. Methodology - The GetThere Corporate Travel Benchmark Report is based on survey responses from leading companies and organizations that currently use the GetThere online booking tool. Sent to more than 200 GetThere clients, the online survey received a 38% response rate. Results were gathered in December 2008. Please direct any questions about the report to adoptionconsulting@getthere.com.

Corporate Online Adoption Benchmarks 2001 - 2008



Lower Online Rates	Domestic	International
Airfare Savings	12%	30%
Hotel Savings	10%	32%
Rental Car Savings	12%	14%

	Average Online Adoption
North America	73%
Latin America	71%
APAC	52%
EMEA	50%

Key Findings

Online Adoption: Average online adoption increased for the eighth consecutive year as companies reported a mean of 73% adoption in 2008, up from 71% in 2007. The average of the ten highest online adoption rates reported was 92%. Online adoption is based on reported monthly online bookings as a percentage of total monthly bookings.

Global Online Adoption: Companies continue to expand their online travel programs globally, with an overall adoption rate of 75% for reported countries. Regional online adoption rates averaged 71% in Latin America, 52% in APAC and 50% in Europe. New online program expansion occurred primarily in China, Japan and Australia/New Zealand. Adoption by country ranged from a high of 95% in India, Czech Republic and Nordic countries to a low of 20% in Hungary.

Adoption Initiatives: For the past six years, top companies have cited “executive support” as the most effective factor driving online adoption; this year it rated 5.94 on a seven-point scale. Other effective methods include “active support from travel agency,” and “full or partial online mandates.” Survey respondents rank mandates as the second most effective adoption technique, with 78% of companies using or considering either full or partial mandates.

E-fulfillment: Seventy-four percent of companies are either using or considering an e-fulfillment center. The average touchless fulfillment rate (bookings that do not require human intervention to ticket) is 82%, while low-touch bookings average 25%.

Site Features: With more than 90% of clients using travel arrangers, the new Travel Arranger Portal proved to be GetThere’s most popular site feature in 2008. Dynamic Messaging has been activated by almost half (45%) of companies, with another 38% considering it for 2009. Online Ticket Voids, Exchanges and Full Refunds continues to grow in activations with an average of 17% of companies’ transactions being reissued via this feature. Other online site features such as Hold Trips, PNR Acquisition and Single Sign On ranked ‘very effective’ in driving higher online adoption. These and other features help companies further cut travel costs by moving more transactions online while at the same time empowering travelers and improving their overall user experience.

Online Savings: Agency Savings - 81% of companies reported having tiered transaction fees set up with their travel agency. Online agency fee savings averaged 65%. Airfare Savings - 82% of companies reported lower airfares booked online compared to those booked with their travel agency. Airfares booked online were 12% lower domestically and 30% lower internationally. Companies reported lower nightly hotel rates booked online compared to those booked offline by 10% domestically and 32% internationally. The average rental car rate booked online was 12% lower domestically and 14% lower internationally.

Online Meetings: Seventy-three percent of companies said they are currently using or evaluating an online meeting planning tool for 2009. Companies using an online meeting planning tool reported 47% of their total meetings were planned online and 56% of their meeting travel was booked online.

Cost Reductions: Seventy-three percent of companies cited corporate travel and 65% cited meetings as the top areas to focus on when evaluating cost-cutting measures, followed by reductions in workforce (47%) and advertising/marketing and employee benefits (both at 16%). The most effective tools cited for reducing travel expenditures included utilization of an online booking tool, adjustments in travel policy along with limiting or reducing employee travel.

Major Changes: Seventy-nine percent of respondents indicated the number one change being considered for their travel program is a review of corporate policy. Other major changes under consideration include integrating events/meetings into online booking (47%) and a review of travel agency/fulfillment partner (28%). Travel responsibilities continue to focus on globalizing travel programs (76%), consolidating travel agencies (67%), combining online booking with expense management tools (60%) and exploring sustainable travel for carbon neutralization (31%).



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Demographics

Primary Agency	Overall %
Carlson Wagonlit Travel (CWT)	30%
American Express	20%
BCD Travel	16%
Travelocity Business	13%
In-House Travel Department (CTD)	7%
Hogg Robinson Group (HRG)	2%
Other	13%

Primary Region	Overall %
Northeast	21%
Southwest	20%
Southeast	13%
Midwest	11%
EMEA	7%
New York City	7%
Northwest	7%
Mid Atlantic	5%
Canada	4%
South Central	4%
Other	2%

Implemented on GetThere	Overall %
Less than one year	8%
1-2 Years	10%
3-4 Years	10%
4-5 Years	19%
5+ Years	54%

Primary Industry	Overall %
Technology	21%
Financial	17%
Professional Services - Non Financial	13%
Healthcare	6%
Consumer Products	6%
Manufacturing	5%
Oil & Gas	5%
Retail	5%
Education	3%
Insurance	3%
Telecommunications	3%
Other	13%

Travel Profiles Reside	Overall %
Within GetThere	69%
With our agency	16%
Within the GDS	9%
Within our company	2%
Other	4%

Analysis: Respondents to the survey represent a good cross-section of companies in major industries that partner with the major travel management firms and GDSs. While a large percentage is U.S.-based, nearly 60% have launched GetThere globally.

Note: Rounding may result in totals that are not exactly 100%.

Travel Metrics

Annual Global Air Spend	Overall %
Less than \$4.9M	11%
\$5M to \$9.9M	10%
\$10M to \$24.9M	33%
\$25M to \$49.9M	17%
\$50M to \$99.9M	6%
\$100M or more	22%

Travel Department Reports To:	%
Procurement	30%
Finance	25%
Corporate Services	20%
Administration	13%
Human Resources	7%
Other	5%

Average Ticket Price (Roundtrip, Dec 08)	Overall
North America	\$428
International (Outside North America)	\$2,355

Average Hotel Rate (per Night, Dec 08)	Overall
North America	\$166
International (Outside North America)	\$252

Average Car Rental Rate (per Day, Dec 08)	Overall
North America	\$47
International (Outside North America)	\$62

Analysis: The Benchmark Survey represents a projectable cross section of companies in all market sizes as determined by annual travel spend. The majority of survey respondents (55%) report to either procurement or finance.

Average Ticket Price (ATP) for North America was slightly lower than in 2007 by almost 2%, while international roundtrip ATP edged up for the second year in a row by more than 10%. As a whole, both domestic and international ATP for survey respondents remained below projected industry averages.

Hotel rates for both North America and outside North America were up substantially over 2007 by almost 10% and 14% respectively. These increases are reflective of overall industry averages in 2008.

Car rental rates trended similar to hotel rates, with North America's average rate up by 13% and outside North America rates up by 6% over 2007.

Note: A significant percentage of the price increases outside North America can be attributed to the weakened U.S. dollar vs. most other currencies.

Travel Demand Forecast

Will your COMPANY SPEND less, about the same or more on corporate travel in 2008 compared to 2007?

	Overall %
Less	49%
The same	20%
More	31%

Reasons for PLANNING TO SPEND LESS in 2008 on corporate travel:

	Overall %
Fewer trips	69%
Current economic conditions causing concern about travel budget	66%
Policy compliance	57%
Using more web-meeting and other video-conferencing options	51%
Implemented policy on advance purchase rules (7-day, 14-day, etc.)	40%
Implemented policy for internal (employee-only) meetings	29%
Using more negotiated rates	29%
Planning less international travel	26%
Increased use of low-cost travel suppliers	17%
Offset expectation of lower company revenues	17%
Travel costs in our company markets are down	6%

How will TRAVEL DEMAND be affected in 2008:

Region	Increase	Decrease	Stay the Same
Asia	33%	31%	36%
Europe	20%	47%	33%
Latin America	15%	40%	45%
Middle East	24%	26%	50%
North America	22%	53%	25%

When your company considers CUTTING COSTS, what are the three (3) primary areas focused on to save money?

	Overall %
Travel Costs	73%
Corporate Meetings	65%
Workforce Reductions	47%
Advertising / Marketing	16%
Employee Benefits	16%
Research & Development	11%
Production / Manufacturing	9%
Other	16%

Please rate the EFFECTIVENESS of the following methods to REDUCE COMPANY TRAVEL COSTS.

	Overall Mean (1-7 scale, 7 most effective)
Limit / Reduce employee travel	5.47
Use of online booking tool	5.09
Adjust travel policies	4.90
Implement better tracking	4.56
Pre-Trip approval process	4.36
Reduce / consolidate suppliers	4.27
Switch travel providers	2.50

Analysis: Nearly half of the companies reported their overall travel spend decreased in 2008 vs. 2007. The current economic conditions are causing tighter controls around travel budgets, resulting in fewer trips and a greater focus on policy compliance. While 49% of responding companies spent less, 20% remained status quo and 31% spent more. A key reason cited for increased spend was the move into emerging markets in Asia Pacific and the Middle East.

The focus on travel costs remains the number one area for most companies to reduce overall costs for the second year in a row. While companies are leveraging cost-savings by limiting or reducing employee travel, the use of an online booking tool continues to be cited as one of the most effective methods for reducing overall travel costs.

Online Adoption

Average Online Adoption by Region	Average Adoption
APAC	52%
EMEA	50%
Latin America	71%
North America	73%

Adoption by Company Air Volume	Average Adoption
<\$4.9 M	70%
\$5 - \$9.9 M	67%
\$10 - \$24.9 M	73%
\$25 - \$49.9 M	71%
\$50 - \$99.9 M	75%
>\$100 M	81%

Adoption by Years on GetThere	Average Adoption
Less than one year	44%
1-2 years	70%
3-4 years	89%
4-5 years	74%
5+ years	75%

Adoption by Industry	Average Adoption
Consumer Products	74%
Financial	70%
Healthcare	64%
Insurance	83%
Manufacturing	55%
Oil & Gas	70%
Professional – Non-financial	74%
Retail	62%
Technology	75%
Telecomm	50%
Other	75%

Analysis: Companies using GetThere increased their online adoption rates for the eighth consecutive year. The reported North America median of 73% adoption in 2008 was up from 71% in 2007. The top ten highest online adoption rates averaged 92%.

Note: Online adoption is based on reported monthly online bookings as a percentage of total monthly bookings.

Global Online Adoption

Adoption by Region	Average for 2008	Average for 2007
APAC	52%	45%
EMEA	50%	41%
Latin America	71%	65%
North America	73%	71%

Analysis: While companies continue to expand their online travel programs into new markets, other regions are becoming increasingly comfortable with booking travel online, as reflected by the increasing adoption rates.

Average Online Adoption by Country

APAC	Average Adoption
Australia	85%
China	90%

Latin America	Average Adoption
Argentina	73%
Brazil	57%
Chile	71%
Colombia	88%
Costa Rica	82%
Mexico	51%
Peru	78%
Puerto Rico	88%
Venezuela	88%

North America	Average Adoption
Canada	55%
United States	73%

EMEA	Average Adoption
Austria	95%
Belgium	77%
Czech Republic	95%
Denmark	63%
Finland	68%
France	55%
Germany	50%
Hungary	20%
Italy	63%
Norway	77%
Poland	83%
Spain	58%
Sweden	95%
Switzerland	77%
The Netherlands	95%
United Kingdom	54%

Analysis: Although some countries saw a slight decline year-over-year in adoption, this is a reflection of more companies reporting that they have expanded their online travel programs globally. Newly implemented global sites include China, Brazil, Czech Republic and Hungary.

Calculating ONLINE ADOPTION RATE:

	Overall %
Based on all travel bookings	55%
Excludes some meetings and group travel bookings	19%
Excludes some international bookings	13%
Excludes some non-employee (contractors, recruits, etc.) bookings	9%
Excludes some executive or VIP travel bookings	4%

Analysis: More than half of the companies responding calculate online adoption rates based on all bookings. These companies averaged 72% online adoption in North America. Using all travel bookings as a basis for online adoption calculation is up nearly 38% over 2007.

These metrics are a clear indication that more companies continually included various types of travel such as non-employee, executive, meetings and international travel in their online programs. Companies have noted that they are able to further reduce overall travel by including these previously excluded bookings.

Which best describes your COMPANY'S POLICY REGARDING MANDATING the use of online booking?

	Overall %
Have a full online mandate for domestic travel	26%
Have a partial online mandate	30%
Have a global online mandate	10%
Considering a partial online mandate	8%
Not using or considering a full or partial online mandate	22%
Other (e.g. executive endorsement or charge back)	4%

Analysis: Full mandates are becoming more commonplace for domestic travel. Mandates went up from 19% in 2007 to 26% in 2008, while 10% of responding companies expanded them globally. Seventy-eight percent of companies combined are either using or considering full or partial mandates.

Companies with mandates enjoy much higher adoption than those that do not mandate. In North America, companies with a mandate average 74% adoption, while those without mandates average 47% adoption. In Europe, mandates drive an average adoption of 52% vs. 28% for companies with non-mandated programs.

Is your company using a CENTRALIZED E-FULFILLMENT CENTER for processing bookings and tickets?

	Overall %
Yes, for all bookings	48%
Yes, for online bookings only	22%
No, but considering this year	4%
Not using or considering	26%

Average Fulfillment Rate	Overall %
Average No-Touch (Touchless) Fulfillment Rate	82%
Average Low-Touch Fulfillment Rate	24%

Analysis: While usage of e-fulfillment centers declined year-over-year by nine percentage points, the average touchless fulfillment rate (the percent of bookings not require human intervention to ticket) went up from 71% in 2007 to 82% in 2008.

Most Effective Online Adoption Techniques

	Overall Mean (1-7 scale, 7 most effective)
Executive support or endorsement	5.94
Active support from travel agency	5.38
Full or partial online mandates	5.32
Special focus on key groups (arrangers, road warriors, etc.)	5.25
Active support from online booking provider	5.23
Ongoing communications campaign	5.12
Defined adoption and savings goals	5.04
Orientation/training sessions (online or in person)	4.73
Chargebacks to travelers or departments	4.29

Analysis: The most effective technique for driving online adoption continues to be “executive support.” Since this survey has been introduced, it has been cited as one of the top techniques each year. Companies that rated “executive support” with a seven rating (most effective) average 76% adoption vs. 60% adoption for those that did not.

Booking Site Features currently in use (Multiple answers allowed)

	Currently Using
Travel Arranger Portal	88%
PNR Acquisition	71%
Subsite Capability	70%
Portal Registration / Single Sign On	58%
Hold Trips	56%
Rail	43%
Dynamic Messaging	42%
Restaurant Capabilities	38%
Online Ticket Exchange - Full Refunds	34%
Online Ticket Exchange - Voids	34%
Super PNR Access	34%
Pre-Trip Notification Only	33%
Online Ticket Exchange - Exchanges	30%
WebConnect Access	29%
Activities	23%
Ground Transportation (car for hire, limos, taxis)	15%
Meeting Tool	13%
iJET	7%
Pre-Trip Approval	7%

Analysis: With the introduction of Travel Arranger Portal in 2008, it has quickly become the most popular site feature used by responding companies at 88%. PNR Acquisition comes in second, allowing companies to provide offline booking information through the GetThere tool.

Companies have cited additional site features help grow their adoption and reduce overall costs. Such online site features include Hold Trips (up from 38% in 2007), Rail (up from 18%), and Online Ticket Exchange (up from 32%).

As online travel procurement continually matures, companies are empowering travelers with the necessary tools and information to make informed, economical decisions. By doing so, they have they are not only reducing costs, but increasing end-user satisfaction as well. These two objectives typically go hand-in-hand with a successful travel program.

Online Savings

Has your company realized LOWER TRAVEL AGENCY FEES for online bookings in 2007?

	Overall %
Yes	60%
No	40%

Average Online Agency Fee Savings **65%**

Analysis: Nearly two-thirds of companies reported a tiered transaction fee set up with their travel management firm. Average online transaction fee savings was 65%, representing a \$32 savings on a typical \$50 offline transaction fee.

Has your company realized LOWER AIRFARES for online bookings vs. agency bookings?

	Overall %
Yes	81%
No	19%

Average Airfare Savings – Inside U.S. **12%**

Average Airfare Savings – Outside U.S. **30%**

Analysis: Increasingly, companies are realizing a savings in airfares for online bookings over offline bookings with 81% seeing lower fares vs. 75% in 2007. Airfares booked online on average were lower than airfares booked offline by 12% domestically and 30% internationally. This represents \$51 savings on the reported average ticket price (ATP) domestically and just over \$700

Has your company realized LOWER HOTEL RATES for online bookings vs. agency bookings?

	Overall %
Yes	33%
No	67%

Average Hotel Savings – Inside U.S. **10%**

Average Hotel Savings – Outside U.S. **32%**

Analysis: The percentage of respondents realizing lower hotel rates online remained the same for the second year in a row. For companies tracking this metric, online hotel bookings averaged 10% lower domestically and 32% lower internationally than bookings made offline. This represents a \$20 savings domestically and \$64 savings internationally on a \$200 nightly rate.

Has your company realized LOWER CAR RENTAL RATES for online bookings vs. agency bookings?

	Overall %
Yes	26%
No	74%

Average Car Rental Savings – Inside U.S. 12%
Average Car Rental – Outside U.S. 14%

Analysis: Daily car rental rates is an additional online savings metric new to this year’s Benchmark Survey. For companies tracking this metric, online daily car rental rates averaged 12% lower domestically and 14% lower internationally than bookings made offline. This represents approximately \$7 savings for a \$50 daily car rental.

What percentage of your company’s overall tickets issued were VOIDED, REFUNDED OR EXCHANGED?

	Average %
Voids	13%
Refunds	13%
Exchanges	25%

Has your company been able to negotiate a REDUCED ONLINE FEE with your TMC for processing Voids, Refunds and/or Exchanges?

	Overall %
Yes	31%
No	69%

Analysis: Companies are utilizing GetThere’s Online Ticket functionality to enjoy even more online savings. More than a third of participating respondents indicated their companies currently use this feature, while another third indicated they are considering usage for 2009.

These companies not only realize the savings associated with putting these transactions online, but also with reduced travel management fees, as indicated by 31% of respondents.

Travel Program Metrics

TRAVEL RESPONSIBILITIES included in travel department's realm (Multiple answers allowed)

	Overall %
Travel program globalization	76%
Consolidating travel agencies	67%
Combining online booking with expense management tools	60%
Integrating meeting travel into overall travel program	56%
Identifying a single corporate card solution	53%
Sustainable travel for carbon neutralization	31%
Online leisure booking options for employees	16%
Other, please specify:	11%

What MAJOR CHANGES to your corporate travel program are you considering this year? (Multiple answers allowed)

	Overall %
Review of corporate travel policies	79%
Considering integrating meetings / events into online booking program	42%
Review of online booking provider	33%
Review of corporate travel agency / fulfillment partner	28%
Review of Global Distribution System (GDS) provider	19%
Outsourcing online booking site management	5%
Considering an online corporate travel agency	2%
Other	7%

Analysis: Travel managers indicated they continue to see their role expanding beyond the basic travel program. The majority of respondents reported their primary focus as growing and consolidating globally, increasing from 42% in 2007 to 76% in 2008. Consolidating travel management firms goes hand in hand with globalizing and increased from 22% in 2007 to 67% in 2008.

Overall, the travel manager role is continues to expand with an eye on integrating more platforms with their online booking tool, including expense management and meeting tools.

Does your company REIMBURSE your travelers for the following fees? (Multiple answers allowed)

	Overall %
First checked bag fee	98%
Second checked bag fee	75%
On board entertainment	15%
On board food & beverage	63%
Preferred seat fee	21%

How critical is FREE INTERNET ACCESS in your determination of whether or not a hotel is in your preferred program?

	Overall %
Extremely Important	28%
Very Important	39%
Neither Important nor Unimportant	28%
Very Unimportant	4%
Not at all Important	2%

Analysis: While providing additional cost savings, negotiating free Internet access into their preferred hotel programs has helped travel managers deliver a better traveler experience. This is also reflective in the fact that most companies are willing to reimburse for checked bags and on board food and beverage.

Online Meeting Planning

Company's level of interest in MEETING PLANNING TOOLS

	Overall %
Currently using an online meeting planning tool	27%
Evaluating online meeting planning tools this year	14%
Will evaluate online meeting planning tools in 2009	22%
Not interested in online meeting planning tools	27%
Other, please specify:	10%

Company's Meeting Metrics

	Average %
% of Company's total travel that is meeting-related	31%
% of Meeting travel booked online	56%
% of Total meetings that were ad-hoc (not large corporate events)	61%
% of Total meetings planned using an online meeting planning tool	47%

Benefits of Online Meeting Tool (Multiple answers allowed)

	Overall %
Greater visibility and control over meetings	78%
Increased use of preferred hotels and negotiated discounts	74%
Reduced overall time to book groups	56%
Savings from increased online adoption	52%
Reduced time tracking RSVPs	48%
Reduced time sending meeting invitations	48%
Reduced time sending meeting RFPs	30%
Reduced time searching for meeting locations	19%
Other, please specify:	7%

Analysis: More companies are focusing on tighter controls around their meeting expenditures, with more than 70% either currently implemented or evaluating online meeting solutions. The average of meeting travel booked online rose from 26% in 2007 to 56% in 2008, with close to 50% of all meetings being planned online using an online meeting solution.

More companies have realized the greater visibility and control a meeting tool brings to their overall travel program, jumping from 36% in 2007 to 78% in 2008. Seventy-four percent saw additional benefits from an online meeting tool, such as highlighting the company's preferred hotels and negotiated discounts.

Average Travel Costs – Overall, by Air Volume, by Region, by Industry

AVERAGE TRAVEL COSTS – Overall (in \$USD)

Domestic (inside North America)		
Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
\$428	\$166	\$47
International (outside North America)		
Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
\$2,355	\$252	\$62

AVERAGE TRAVEL COSTS – BY AIR VOLUME (in \$USD)

Domestic (inside North America)			
Company Air Volume	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
< \$4.9 M	\$447	\$167	\$50
\$5 - \$9.9 M	\$374	\$141	\$49
\$10 - \$24.9 M	\$398	\$179	\$46
\$25 - \$49.9 M	\$453	\$137	\$45
\$50 - \$99.9 M	\$465	\$150	\$49
>\$100 M	\$497	\$117	\$45
International (outside North America)			
Company Air Volume	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
< \$4.9 M	\$3,108	\$328	\$36
\$5 - \$9.9 M	\$1,365	\$223	\$65
\$10 - \$24.9 M	\$2,332	\$259	\$54
\$25 - \$49.9 M	\$1,861	\$176	\$69
\$50 - \$99.9 M	\$3,669	\$227	\$50
>\$100 M	\$1,971	\$240	\$69

AVERAGE TRAVEL COSTS – BY REGION (in \$USD)

Domestic (inside North America)			
	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
Canada	\$500	\$130	\$43
Mid-Atlantic	\$445	\$200	\$42
Midwest	\$373	\$126	\$44
New York	\$467	\$220	\$48
Northeast	\$450	\$182	\$52
Northwest	\$404	\$170	\$52
South Central	\$421	\$167	\$48
Southeast	\$408	\$145	\$46
Southwest	\$463	\$159	
International (outside North America)			
	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
Canada	\$1,650	\$225	\$60
Mid-Atlantic	\$2,760	\$323	\$89
Midwest	\$2,434	\$237	\$57
New York	\$1,735	\$248	\$69
Northeast	\$2,637	\$272	\$51
Northwest	\$3,790	\$216	\$50
South Central	\$1,600	\$219	\$60
Southeast	\$1,252	\$227	\$87
Southwest	\$2,203	\$230	\$55

AVERAGE TRAVEL COSTS – BY INDUSTRY (in \$USD)

Domestic (inside North America)			
	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
Overall	\$428	\$166	\$47
Consumer Products	\$453	\$144	\$44
Financial	\$425	\$200	\$49
Insurance	\$378	\$128	\$37
Healthcare	\$470	\$161	\$49
Manufacturing	\$289	\$143	\$40
Professional - Nonfinancial	\$491	\$194	\$49
Retail	\$411	\$166	\$48
Technology	\$428	\$142	\$50
Telecommunications	\$400	\$123	\$49
Other	\$434	\$176	\$48
International (outside North America)			
	Average Ticket Price (\$USD)	Average Hotel Rate (\$USD)	Average Rental Car Rate (\$USD)
Overall	\$2,355	\$252	\$62
Consumer Products	\$1,505	\$200	\$62
Financial	\$3,022	\$297	\$64
Insurance	\$2,268	\$270	\$50
Healthcare	\$1,312	\$219	\$53
Manufacturing	\$2,140	N/A	N/A
Professional - Nonfinancial	\$2,303	\$260	\$49
Retail	\$2,667	\$234	\$50
Technology	\$2,779	\$194	\$47
Telecommunications	\$1,200	\$225	\$70
Other	\$2,087	\$311	\$80