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The 2015 Business Travel Survey

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The 2015 Business Travel Survey: Executive Summary

As any experienced traveler knows, the business travel industry is constantly changing—yesterday's trending preferences, products and services are practically obsolete by tomorrow. As a leader in travel and technology, it's important that we remain up-to-date, and know what our prospects, customers and peers value most while on the road. In light of this, we decided to delve into the minds of modern business travelers and explore the ways in which business travel is stressful versus what makes it effortless.

We compiled a list of our most pressing questions (with a few lighthearted additions), sent out the survey to a multitude of contacts and received excellent feedback from 204 seasoned travelers willing to provide their insights and opinions. Our group of respondents represents various demographics, encompassing a variety of job titles, age groups and travelers with varying travel frequency. Below, we have organized the results into four major themes and provided an overview of the findings for each.

Will you be surprised by the results? Time to find out!

...we decided to delve into the minds of modern business travelers and explore the ways in which business travel is stressful versus what makes it effortless.

Executive Key Findings

PLANNING AND POLICY

Our survey results suggest that the majority of business travelers prefer taking a role in planning their trips. In an ideal world, 47% of respondents would prefer to use their company's online booking tool, and an additional 15% indicated they like to use the internet. Given the opportunity, only 18% of those surveyed prefer to delegate planning responsibilities to an administrative assistant. However, 18% answered in favor of contacting the company's travel agency/TMC for help carrying out such planning tasks.

What's more, most people don't seem to mind the responsibilities that come along with corporate travel policy—ie: business traveler tracking and travel expense reporting. A whopping 74% agree with the statement "My employer should know where I am and how to reach me at all times," while only 21% say "My employer doesn't need to know where I am all the time." While the majority opinion of each target segment aligned with that 74%, groups who stood out as more opposed to very regimented business traveler tracking included CXOs and senior leadership (25%), those participants accustomed to traveling 1-5 times per week (33%) or 1-5 times per month (30%) and (not so shockingly…) Millennials (43%!). Interestingly, 52% of Millennials also believe their company's travel policy is fairly flexible, whereas 53% of the entire group believe theirs to be "average."

PAIN POINTS

The survey also looked at common problems encountered by business travelers before and during their excursions. First on the docket: is it easy to cancel travel plans? While 46% agree it's a semi-hassle to do so, 44% of respondents actually think it's a cakewalk—with very little disparity across targeted demographics. Only 7% compared the process to a triathlon of patience, procedure, and mental fortitude. So if canceling travel plans isn't so much of an issue, what is?

Pain points tend to spawn from the traveling experience itself. If participants were given the power to ban one thing on a business flight, annoying "sprawlers" was the general consensus (32%), with loud talkers (28%) in a close second. 43% of Millennials and 33% of frequent flyers indicate they would ban infrequent flyers and kids. Perfume received 14% of the total vote, and a few chastised "smelly people" in the "Other—Please specify" section.

An unclean room (46%) trounced all other hotel complaints, but when questioned about their anxieties from traveling, a couple key differences emerged. Not a single person traveling 1-5 times per week listed terrorism as a primary source of anxiety, (most were more concerned with road/flight accidents). Moreover, 78% of this group has never felt scared about their general health or safety on a business trip, while 37% of respondents reported experiencing fear while traveling. Terrorism was selected by 7% of the whole group, while lost luggage (26%) was the number one anxiety-provoking occurrence. One bold member chose to write in their own response: "None of these cause anxiety; I just go." Now, that's the spirit!

ENGAGEMENT AND ATTITUDE

From a selection of flight characteristics, 55% of survey participants listed comfortable seat space and leg room as what makes them happiest on a business flight. On-time performance without any lost baggage (31%) was a noteworthy common denominator, as well. These figures didn't change much across job titles or age groups; however, roughly 66% of those travelers flying most frequently demonstrated greater concern with seat space and leg room relative to other target segments.

However, comfort wasn't an important factor solely designated to frequent flyers. When asked about motivational incentive travel conditions, the most common answer among C-Level professionals indicated they would be most influenced by truly upscale arrangements. 56% of travelers flying 1-5 times per week agreed. Conversely, managers and their employees, as well as less frequent travelers, cared less about comfort, and would be much more motivated if they were able to successfully put their work on hold

The survey also looked at common problems encountered by business travelers before and during their excursions.

for a few days. In addition, 28% of travelers flying only 1-10 times per year wished they had more choice in the destination.

Our studies revealed that a lack of engagement in conferences, tradeshows, exhibitions, etc. is a widespread problem. Only 8% of respondents feel they are engaged for 100% of their respective programs, while approximately 22% are engaged for only 50% of the time, and an additional 10% reported they are just going through the motions by day two. That's about one third of the participants reporting they are disengaged!

It is the people who travel less that are typically more engaged for a greater duration of an off-site business program. Absolutely none of the respondents who travel 1-5 times per week reported that they are invested for 100% of the trip. The reasons why? 35% are most frustrated by poorly planned events, but a solid mix of factors play a role, including a lack of new insights, spotty Wi-Fi, and the belief that the entire engagement could have been executed virtually.

It then becomes critical to subsequently identify what would help these participants remain focused during these endeavors. About 26% of respondents believe healthy meals being readily available would be most beneficial—followed by more down time (24%), more comfortable hotels and business class flights (22%), access to a designated travel support person (11%), and the opportunity to bring along their significant other (9%). Though results in this area didn't vary greatly across demographics, 14.5% of CXOs and senior company members surveyed said they would be more focused if their significant other could accompany them while traveling. To no surprise, Millennials were the least persuaded by this incentive.

NEW SCHOOL NOTIONS

Like all industries, the travel business has rapidly evolved alongside new technology developments, but is the audience fully taking advantage of these changes? When asked how often they book flights via a mobile device, 59% state they never do. While 37% sometimes do so, only 2% report they always book flights on a mobile device—and none of these people travel more than 1-10 times per year.

Generally speaking, business travel apps are primarily being used for viewing real-time flight info, as over half of respondents indicate this to be the most useful feature. Instant itinerary access/sharing and weather/travel alerts received some favor, as well, but despite the handy information apps provide, 13% of respondents are still resistant and assert they just won't utilize them. Only 9% of Millennials and 10% of Generation X respondents feel this way, but about one fifth of all Baby Boomers surveyed choose not to engage with business travel apps.

From a selection of flight characteristics, 55% of survey participants listed comfortable seat space and leg room as what makes them happiest on a business flight.

A similar trend can be seen across age groups, regarding interest in shared travel resources (namely Uber, Airbnb, and Zipcar). About 54-56% of Boomers and Gen X participants show little to no interest in any of these offerings, while only 13% of Millennials feel the same way. 78% of frequent flyers, however, believe access to Uber would improve their business travel experiences. In fact, Uber received the most support overall—with 40% of the total group indicating an interest in its services. Half of all respondents were uninterested in all three.

Just when you think modern travel practices haven't really taken root with a broad audience, gamification strolls along and puts new school back on the map. When asked for a reaction to their companies turning business travel booking into a game (with points and prizes for choosing preferred airlines, hotels, restaurants, etc.), 41% of all participants noted they would play and want to win! Furthermore, an additional 32% would take part just to be a team player. The most competitive target segment? 70% of Millennials were motivated to play and win. In contrast, 44% of frequent flyers would still rather use the internet to choose their own preferences, avoiding gamification altogether.

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THE 2015 BUSINESS TRAVEL SURVEY: Full Results

PLANNING AND POLICY

How would you describe your company's travel policy?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Do we have one?	3%	2%	1%	5%	1%	3%	4%	0%	2%	4%
Flexible	25%	25%	21%	29%	22%	23%	**52%**	22%	30%	24%
Average	**52%**	**60%**	**54%**	**49%**	**50%**	**60%**	35%	**56%**	**60%**	**51%**
On the strict side	14%	4%	21%	15%	23%	11%	4%	11%	5%	19%
Draconian	1%	2%	1%	1%	1%	2%	0%	11%	0%	1%

In an ideal world, how would you make business travel arrangements?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Contact the company travel agency / TMC	18%	17%	18%	19%	22%	12%	26%	11%	18%	18%
Use the company's online booking tool	**47%**	**35%**	**43%**	**56%**	**34%**	**58%**	**43%**	11%	**33%**	**54%**
Use the Internet	15%	21%	15%	13%	19%	11%	22%	**44%**	25%	10%
Delegate plans to an admin or in-house travel department	18%	23%	24%	9%	22%	18%	4%	33%	21%	16%

Does your company have policy guidelines on booking with suppliers via your mobile device?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Yes	20%	21%	16%	23%	20%	21%	13%	22%	28%	16%
No	**54%**	**48%**	**62%**	**52%**	**53%**	**56%**	**57%**	**44%**	**40%**	**61%**
Don't Know	23%	27%	19%	23%	24%	21%	22%	33%	26%	21%

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STRIKING STATS: "Using an app that will log receipts and compile them into a neat report has made expense reporting a breeze."

74% of all respondents agree with the statement: ***"My employer should know where I am and how to reach me at all times."***

54% of all respondents say their company has ***no policy*** guidelines for booking with suppliers via a mobile device.

33% of the most frequent travelers dread reporting travel expenses to the point where ***they pay for things themselves.***

Which of the following statements best describes your experience with travel expense reporting?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Someone else does it for me	13%	6%	29%	5%	16%	11%	13%	22%	12%	13%
I dread it to the point of just paying for things myself	15%	19%	10%	17%	11%	16%	**26%**	**33%**	14%	13%
I use a corporate card, which makes it easy	**39%**	**40%**	**38%**	**39%**	**43%**	**41%**	17%	11%	**42%**	**41%**
I use a corporate card, but it's still a giant pain	20%	25%	13%	23%	20%	18%	**26%**	22%	16%	21%
Other	13%	10%	9%	16%	9%	13%	17%	11%	5%	11%

"When it comes to business traveler tracking, I think…"

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
My employer doesn't need to know where I am all the time	21%	25%	22%	19%	15%	20%	43%	33%	30%	16%
My employer should know where I am and how to reach me at all times	**74%**	**69%**	**76%**	**76%**	**82%**	**73%**	**57%**	**67%**	**68%**	**78%**
My employer doesn't do enough to maintain communication channels	4%	4%	1%	5%	3%	6%	0%	0%	2%	5%

Does your employer work with a travel management company?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Yes	**84%**	**79%**	**90%**	**81%**	**84%**	**88%**	**78%**	**89%**	**93%**	**81%**
No	13%	19%	9%	14%	13%	11%	13%	11%	7%	16%
Don't know	2%	0%	1%	4%	3%	0%	9%	0%	0%	3%

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PAIN POINTS

If you've ever had to change or cancel your business travel plans, how easy was it?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Cakewalk	44%	35%	**49%**	40%	45%	43%	**48%**	**44%**	39%	46%
Semi-hassle	**47%**	**54%**	44%	**49%**	**49%**	**47%**	35%	**44%**	**47%**	**47%**
Like a triathlon of patience, procedure, and mental fortitude	7%	6%	6%	10%	5%	8%	13%	11%	11%	6%

If you had the power to ban one thing on business travel flights, it would be:

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Perfume	14%	19%	6%	19%	12%	17%	9%	0%	5%	19%
Kids / Infrequent flyers	17%	10%	22%	19%	16%	13%	**43%**	**33%**	19%	16%
Loud talkers	28%	19%	**40%**	24%	31%	27%	13%	11%	26%	**31%**
Sprawlers	**32%**	**42%**	25%	**36%**	**32%**	**35%**	26%	**33%**	**40%**	29%
Other	8%	10%	7%	3%	8%	7%	9%	22%	9%	5%

Which of the following hotel complaints would MOST negatively affect your performance on a business trip?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Unclean room	**46%**	**44%**	**47%**	**47%**	**49%**	**42%**	**48%**	**22%**	**44%**	**48%**
Distance from business engagements	4%	4%	4%	3%	4%	4%	4%	0%	4%	5%
Unguarded lobby, parking lot, or sketchy neighborhood	6%	4%	6%	9%	7%	8%	0%	11%	0%	9%
Lack of a gym, room service, valet, or other quality amenities	4%	6%	3%	5%	5%	3%	9%	11%	9%	2%
Reliable Wi-Fi	18%	17%	19%	19%	9%	22%	26%	**22%**	28%	13%
Lousy mattress / pillow	17%	19%	18%	15%	23%	16%	9%	**22%**	12%	20%
Other	4%	6%	3%	3%	2%	4%	4%	11%	3%	3%

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STRIKING STATS: "The expectation that I'm simultaneously in the field and available for conference calls is a major concern."

Of all hotel complaints, **46%** of respondents say an ***unclean room*** would most negatively affect their performance on a business trip.

If they had the power to do so, **43%** of Millennials would ***ban infrequent flyers and kids*** from business travel flights.

Not a single person traveling 1-5 times per week listed ***terrorism*** as a primary source of anxiety while traveling on business.

The absolute worst aspect of using a rental car is...

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
Navigating in a strange city	29%	27%	28%	33%	30%	30%	**30%**	33%	18%	**35%**
Driving a crappy car	24%	23%	26%	23%	27%	21%	**30%**	0%	33%	22%
The chore of getting / returning it	**36%**	**38%**	**38%**	**36%**	**34%**	**41%**	26%	**44%**	**39%**	34%
Potential working hours lost while traveling	3%	4%	1%	5%	1%	4%	4%	0%	2%	4%
Other	7%	8%	6%	3%	8%	3%	9%	22%	8%	4%

"A specific concern that has caused me serious anxiety while traveling on business is..."

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
Bedbugs	13%	15%	10%	15%	18%	12%	9%	0%	12%	15%
Lost luggage	**26%**	**17%**	**28%**	**31%**	**27%**	**25%**	**30%**	22%	18%	**31%**
Crime	8%	8%	10%	7%	4%	9%	17%	11%	9%	7%
Terrorism	7%	13%	6%	7%	5%	8%	9%	0%	7%	7%
Road or flight accident	15%	9%	21%	17%	15%	15%	17%	**33%**	**21%**	12%
Food poisoning / stomach issues	8%	11%	9%	7%	7%	10%	4%	0%	14%	6%
Language or cultural gaps	8%	9%	6%	11%	11%	7%	0%	0%	11%	7%
Other	15%	16%	10%	5%	13%	13%	13%	22%	8%	14%

"On at least one occasion, I have been scared about my health or safety on a business trip."

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
True	37%	40%	43%	35%	42%	34%	39%	22%	46%	35%
False	**61%**	**60%**	**56%**	**64%**	**58%**	**64%**	**61%**	**78%**	**53%**	**64%**

ENGAGEMENT AND ATTITUDE

What makes you happiest on a business flight?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Seat space and leg room	**55%**	**56%**	**57%**	**51%**	**57%**	**55%**	**52%**	**67%**	**63%**	**51%**
Reimbursable food and drink	1%	2%	0%	1%	0%	2%	0%	0%	0%	2%
Free Wi-Fi and entertainment	8%	2%	10%	11%	4%	11%	13%	22%	9%	7%
On-time performance and no lost baggage	31%	33%	31%	35%	36%	29%	26%	0%	25%	37%
Other	4%	6%	1%	2%	3%	3%	9%	11%	3%	3%

What's your most common frustration when attending off-site meetings/conferences?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Poorly planned events	**35%**	**31%**	**40%**	**35%**	**28%**	**37%**	**48%**	**44%**	28%	**39%**
No new insights	20%	21%	19%	20%	23%	19%	9%	11%	**30%**	16%
Spotty Wi-Fi	14%	19%	9%	15%	16%	12%	17%	0%	18%	13%
Terrible food	5%	4%	6%	5%	3%	7%	4%	11%	5%	4%
Could've been done virtually	19%	19%	19%	21%	22%	20%	13%	33%	14%	19%
Other	7%	6%	7%	4%	8%	4%	9%	-	5%	7%

"When attending a tradeshow, conference, or exhibition, I'm typically engaged for about..."

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
100% of the program	8%	13%	7%	8%	11%	7%	9%	0%	11%	8%
80% of the program	**57%**	**54%**	**51%**	**63%**	**54%**	**63%**	**57%**	**56%**	**58%**	**57%**
50% of the program	22%	19%	28%	19%	26%	18%	22%	33%	19%	22%
By Day Two, I'm just going through the motions	10%	8%	13%	11%	8%	12%	9%	11%	7%	12%

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STRIKING STATS: "I would be better able to focus on my business trips if I didn't have to worry about missing flight connections."

22% of all respondents report they are ***only engaged for 50% of the time*** spent at a conference. And **10%** say they are ***just going through the motions*** by Day 2!

28% of Baby Boomers say they would be better able to focus on business trips if they simply had ***more downtime.***

31% of all respondents say they would be more motivated by incentive travel if it were ***easier to put their work on hold*** for a few days.

"I would be most motivated by incentive travel if..."

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
The arrangements were truly upscale	24%	**29%**	31%	16%	31%	18%	**35%**	**56%**	**35%**	18%
I didn't have to travel alongside colleagues	2%	8%	0%	1%	4%	1%	0%	0%	2%	3%
I had a choice of destinations	23%	21%	24%	24%	18%	29%	17%	22%	11%	28%
It were easier to put my work on hold for a few days	**31%**	19%	**32%**	**37%**	**27%**	**33%**	**35%**	22%	26%	**34%**
N/A; I'd always rather have cash	14%	15%	9%	19%	15%	14%	9%	0%	19%	13%
Other	6%	7%	4%	3%	5%	4%	4%	-	2%	4%

"I would be better able to focus on business trips if..."

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
I had access to a designated travel support person	11%	13%	10%	12%	12%	10%	17%	11%	12%	11%
I had more downtime	24%	17%	25%	27%	**28%**	22%	17%	11%	21%	27%
Healthy meals were always readily available	**26%**	**25%**	**28%**	**29%**	26%	**26%**	**35%**	**22%**	21%	**30%**
Business class flights and hotels were more comfortable	22%	23%	21%	23%	19%	25%	17%	**22%**	**25%**	21%
My significant other could accompany me	9%	15%	10%	4%	9%	9%	4%	**22%**	14%	6%
Other	7%	7%	5%	5%	5%	7%	9%	11%	6%	5%

Have you ever used public (airport, hotel, restaurant) Wi-Fi while traveling for business?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Yes	**92%**	**96%**	**91%**	**95%**	**92%**	**93%**	**96%**	**100%**	**96%**	**91%**
No	6%	4%	9%	5%	8%	7%	0%	0%	4%	8%

NEW SCHOOL NOTIONS

How often do you book business travel reservations from a mobile device?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
Always	2%	2%	0%	3%	0%	1%	9%	0%	0%	2%
Sometimes	37%	40%	37%	37%	30%	40%	**43%**	**56%**	40%	35%
Never	**59%**	**52%**	**63%**	**59%**	**66%**	**59%**	**43%**	44%	**54%**	**62%**

If your company turned business travel booking into a game (with points and prizes for choosing preferred airlines, hotels, restaurants), you would:

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
Totally play and want to win	**41%**	**38%**	**37%**	**41%**	**36%**	38%	**70%**	33%	28%	**48%**
Participate just to be a team player	32%	19%	35%	**41%**	30%	**39%**	17%	22%	**40%**	30%
Still use the Internet and choose your own preferences	23%	**38%**	24%	16%	30%	19%	9%	**44%**	25%	20%

What's the most useful feature in a business travel app?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	All	CXOs & Senior Leadership	VPs & Directors	Managers & Employees	Baby Boomers	Generation X	Millenials	1-5 times per week	1-5 times per month	1-10 times per year
Real-time flight info	**52%**	**46%**	**56%**	**53%**	**49%**	**59%**	30%	**44%**	**44%**	**57%**
Weather / travel alerts	9%	6%	12%	9%	14%	7%	9%	33%	4%	10%
Local language translation	1%	0%	1%	0%	0%	1%	0%	0%	2%	0%
Instant itinerary access / sharing	19%	21%	18%	20%	12%	19%	**43%**	0%	23%	19%
Please, don't give me more apps I'll never use	13%	17%	9%	13%	19%	10%	9%	11%	21%	10%
Other	6%	5%	4%	4%	6%	4%	4%	11%	6%	4%

STRIKING STATS: "A travel app that would allow me to easily change my flights and reservations would be very helpful."

Only **2%** of those surveyed ***always*** book business travel reservations from a mobile device. **59%** ***never do***.

70% of Millennials and **78%** of the most frequent travelers say ***access to Uber could improve their travel experiences.***

38% of CXOs and **44%** of those who travel 1-5 times per week ***would opt out*** of business travel gamification programs.

Do you think having access to any of the following shared travel resources might improve your business travel experiences?

Data Across Demographics		Job Title			Age Group			Travel Frequency		
Responses	**All**	**CXOs & Senior Leadership**	**VPs & Directors**	**Managers & Employees**	**Baby Boomers**	**Generation X**	**Millenials**	**1-5 times per week**	**1-5 times per month**	**1-10 times per year**
Yes, Uber	40%	40%	**46%**	39%	41%	35%	**70%**	**78%**	35%	41%
Yes, Airbnb	6%	6%	7%	4%	4%	6%	13%	0%	5%	7%
Yes, Zipcar	2%	0%	1%	4%	1%	2%	4%	0%	4%	2%
None of the above would interest me	**50%**	**52%**	**46%**	**53%**	**54%**	**57%**	13%	22%	**54%**	**50%**

WHO WE ARE

About Travizon

Travizon offers 40 years of experience in global travel management, travel technology, and meetings/events. Combining worldwide reach and local expertise, Travizon delivers unparalleled service and savings to startups and Fortune 500 firms alike.

To learn more about Travizon's travel management services—including dynamic airfare monitoring—call us at 888.781.5200 or drop us a line at ask@travizon.com.

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