

# **Travel Program Benchmarking**

## **Participant Survey Summary**

### **Submitted by:**

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- ▶ October 4, 2011

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## Management Summary

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### Overview and Project Objective

R.D. Brown was retained by a client to conduct benchmarking of Travel Program Responsibilities/Cost. The primary objective of the project was to compare travel management responsibilities and cost to other similar-spend companies. This report provides the information obtained from survey participants. A separate Excel file with all responses can be provided upon request.

### Methodology

R.D. Brown conducted a survey with 53 benchmarking partners to determine travel program responsibilities and cost. Participants included companies of various spending categories as follows:

Answer Options	Response Percent	Response Count
less than \$50 million	72.0%	38
\$51 - \$100 million	8.0%	4
\$101 - \$200 million	9.0%	5
greater than \$200 million	11.0%	6

Note: there were only 5 companies greater than \$200 M that provided information, although 6 participated.

### Participant Summary

The following summary is presented in sections based on the air spend ranges in the chart above:

- Companies greater than \$100 million (includes \$100 M to \$200 M and over \$200 M)
- Companies less than \$100 million (includes \$51 to \$100 M and less than \$50 M)
- At the end of the summary, starting on page 23, information for all participants is presented.

## Data Summary – Companies Over \$100 Million

### Travel Management Program Scope and Headquarters Region

What is the scope of your travel management program?				
	air-spend range			
Answer Options	\$101 - \$200 million	greater than \$200 million	Response Percent	Response Count
global	3	6	90.0%	9
regional	0	0	0.0%	0
country	1	0	10.0%	1
local	0	0	0.0%	0
<i>answered question</i>				<b>10</b>

In what region is your company headquarters located?				
	annual air-spend range			
Answer Options	\$101 - \$200 million	greater than \$200 million	Response Percent	Response Count
APAC	0	0	0.0%	0
EMEA	1	0	10.0%	1
LATAM	0	0	0.0%	0
NA	3	6	90.0%	9
SA	0	0	0.0%	0
<i>answered question</i>				<b>10</b>

Note: there were only 5 companies greater than \$200 M that provided information, although 6 participated.

## Data Summary – Companies Over \$100 Million

### Travel Management Program Cost

What is the overall cost (USD) of your travel management program including outsourced activities?				
	Annual air-spend range			
Answer Options	\$101 - \$200 million	greater than \$200 million	Response Count	
	5	5	10	
Number	\$101 - \$200 million	greater than \$200 million	Response Text	Categories
1		X	\$500,000	
2		X	\$3,800,000	
3	X		\$7,100,000	
4	X		\$500,000	
5		X	\$600,000	
6		X	\$5,000,000	
7	X		\$7,800,000	
8	X		\$9,000,000	
9	X		\$500,000	
10		X	don't know	

Note: there were only 5 companies greater than \$200 M that provided information, although 6 participated.

## Data Summary – Companies Over \$100 Million

### Travel Program Responsibility

Of the following, which responsibilities are included under your travel management staff, and which are outsourced, or not managed at all?								
Answer Options	air-spend range			#	Answer Options	air-spend range		
	\$101 - \$200 million	greater than \$200 million				\$101 - \$200 million	greater than \$200 million	#
TMC Oversight					Travel Policy			
Travel Staff Responsibility	4	5			Travel Staff Responsibility	3	5	
Another Department Responsible	0	0			Another Department Responsible	1	0	
Outsourced	1	0			Outsourced	1	0	
Not Managed	0	0			Not Managed	0	0	
	5	5	10			5	5	10
Corporate Card Management					Employee Personal Car Program Management			
Travel Staff Responsibility	1	2			Travel Staff Responsibility	0	0	
Another Department Responsible	3	3			Another Department Responsible	5	0	
Outsourced	1	0			Outsourced	0	0	
Not Managed	0	0			Not Managed	0	4	
	5	5	10			5	4	9
Supplier Sourcing					Meetings/Events			
Travel Staff Responsibility	4	5			Travel Staff Responsibility	2	5	
Another Department Responsible	0	0			Another Department Responsible	2	0	
Outsourced	1	0			Outsourced	1	0	
Not Managed	0	0			Not Managed	0	0	
	5	5	10			5	5	10

## Data Summary – Companies Over \$100 Million

### Travel Program Responsibility

Of the following, which responsibilities are included under your travel management staff, and which are outsourced, or not managed at all?								
Answer Options	air-spend range			#	Answer Options	air-spend range		
	\$101 - \$200 million	greater than \$200 million				\$101 - \$200 million	greater than \$200 million	#
T&E Expense Report Program Management					Ground Transportation			
Travel Staff Responsibility	0	2		Travel Staff Responsibility	4	5		
Another Department Responsible	4	3		Another Department Responsible	0	0		
Outsourced	1	0		Outsourced	1	0		
Not Managed	0	0		Not Managed	0	0		
	5	5	10		5	5	10	
Rotator Travel					Crisis Management			
Travel Staff Responsibility	2	3		Travel Staff Responsibility	1	2		
Another Department Responsible	0	0		Another Department Responsible	3	1		
Outsourced	1	0		Outsourced	1	0		
Not Managed	2	1		Not Managed	0	1		
	5	4	9		5	4	9	
Candidate Travel								
Travel Staff Responsibility	4	4						
Another Department Responsible	0	0						
Outsourced	1	0						
Not Managed	0	1						
	5	5	10					

## Data Summary – Companies Over \$100 Million

### Travel Program Staff Size

What is the size of the staff responsible for travel management (FTE)?			
Number	\$101 - \$200 million	greater than \$200 million	Response Text
1		X	5
2		X	12 - Global Travel Manager (also acts as Global TMC Category Manager); Global Air Category Manager; Global M&E/Hotel Category Manager; Admin Professional; 3 Business Visa Coordinators; Business Analyst; M&E Specialist; 3 Regional Category Specialists
3	X		Total FTE's 90
4	X		4.5
5		X	5
6		X	130
7	X		90 overall -of which 7 are Admsintrative Management
8	X		70
9	X		2.5 FTEs in the US
10		X	150

## Data Summary – Companies Over \$100 Million

### Travel Sourcing Cost

What is the overall cost (USD) of your travel supplier sourcing (if not included in the travel program cost)?

Answer Options	\$101 - \$200 million	greater than \$200 million	Response Count
	3	2	5
<i>answered question</i>			5
<i>skipped question</i>			5

  

Number	\$101 - \$200 million	greater than \$200 million	Response Text
1		X	n/a
2	X		Included in overall cost.
3		X	\$200,000
4	X		Included in overall travel program cost.
5	X		included in the tave program cost

## Data Summary – Companies Over \$100 Million

### Travel Supplier Sourcing Staff

What is the total number of staff responsible for travel supplier sourcing (FTE)?			
Answer Options	\$101 - \$200 million	greater than \$200 million	Response Count
	4	3	7
<i>answered question</i>			7
<i>skipped question</i>			3
Number	\$101 - \$200 million	greater than \$200 million	Response Text
1		X	1
2		X	5
3	X		3 FTE's
4	X		2
5		X	1.5
6	X		2
7	X		2.5 FTEs in the US

## Data Summary – Companies Over \$100 Million

### Travel Supplier Sourcing

What areas are included in travel supplier sourcing, and indicate who has the responsibility?							
Answer Options	\$101 - \$200 M	greater than \$200 M	#	Answer Options	\$101 - \$200 M	greater than \$200 M	#
Airline				TMC			
Travel Management Staff	4	4	8	Travel Management Staff	4	3	8
Sourcing or Procurement	0	0		Sourcing or Procurement	0	0	
Outsourced Third Party	0	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	0	1	
	4	4			4	4	
Hotel Program				Fleet			
Travel Management Staff	4	4	8	Travel Management Staff	2	0	7
Sourcing or Procurement	0	0		Sourcing or Procurement	0	3	
Outsourced Third Party	0	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	2	0	
	4	4			4	3	
Rental Car				Rail			
Travel Management Staff	4	4	8	Travel Management Staff	4	3	8
Sourcing or Procurement	0	0		Sourcing or Procurement	0	0	
Outsourced Third Party	0	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	0	1	
	4	4			4	4	
Corporate Card				Limousine			
Travel Management Staff	0	1	8	Travel Management Staff	4	2	7
Sourcing or Procurement	2	3		Sourcing or Procurement	0	0	
Outsourced Third Party	0	0		Outsourced Third Party	0	0	
Not Applicable	2	0		Not Applicable	0	1	
	4	4			4	3	
Meetings/Events							
Travel Management Staff	2	4	8				
Sourcing or Procurement	1	0					
Outsourced Third Party	0	0					
Not Applicable	1	0					
	4	4					

## Data Summary – Companies Over \$100 Million

### Travel Management Program Benchmarking Summary

Company	1	2	3	4	5	6	7	8	9	10
Air Volume - M	>\$200	>\$200	\$100-\$200	\$100-\$200	>\$200	>\$200	\$100-\$200	\$100-\$200	\$100-\$200	>\$200
Scope	Global	Global	Global	Global	Global	Global	Global	Global	Country	Global
Staff Size	5	12	90	4.5	5	130	90 / 7	70	2.5	150
Cost	\$500,000	\$3.8 m	\$7.1 m	\$500 k	\$600 k	\$5.0 m	\$7.8 m	\$9.0 m	\$500 k	na
Responsibility										
TMC	X	X	X	X	X	X	X	out *	X	x
Credit Card						X		out *	X	X
Sourcing	X	X	X	X	X	X	X	out *	X	X
T&E Process						X		out *		X
Travel Policy	X	X	X	X	X	X	X	out *		X
Personal Car										
Meetings	X	X	X		X	X	X	out *		X
Ground Trans.	X	X	X	X	X	X	X	out *	X	X
Crisis Mgt.	X	X		X				out *		
Rotator Travel	X	X	X		X		X	out *		
Candidate Travel	X	X	X	X	X	X	X	out *	X	

\*outsourced

## Data Summary – Companies Over \$100 Million

### Travel Management Program Benchmarking Summary

Company	1	2	3	4	5	6	7	8	9	10
Air Volume - M	>\$200	>\$200	\$100-\$200	\$100-\$200	>\$200	>\$200	\$100-\$200	\$100-\$200	\$100-\$200	>\$200
Sourcing Staff	1	5	3	2	1.5	na	2	na	2.5	na
Cost	inc	inc	inc	inc	\$200 k	na	inc	na	inc	inc
FTE										
Airline	2	1	2	1	2		2		<1	
Hotel Program	2	1	1	<1	1		2		<1	
Rental Car	2	1	1	<1	2		3		<1	
Credi Card	3		2		3				<1	
Meetings/Events	4	1	2		2		4		<1	
TMC	4	1	2	<1	4		2		<1	
Fleet	1		2		<1				<1	
Rail	2		1				2		<1	
Limosine	2		1	<1	<1		2		<1	

## Data Summary – Companies Less Than \$100 Million

### Travel Management Program Scope

What is the scope of your travel management program?				
Answer Options	less than \$50 million	\$51 - \$100 million	Response Percent	Response Count
global	21	3	58.5%	24
regional	7	0	17.1%	7
country	9	1	24.4%	10
local	0	0	0.0%	0
Other (please specify)				4
<i>answered question</i>				<b>41</b>
<i>skipped question</i>				<b>1</b>
Number	less than \$50 million	\$51 - \$100 million	Other (please specify)	Categories
1	X		US and Canada	
2	X		North America but going global slowly	
3		X	North America tightly the rest loose	
4	X		Depending upon definition of "Global", we are a company with offices only in the U.S. but the policy apply's to global travel.	

## Data Summary – Companies Less Than \$100 Million

### Headquarters Region and Air Spend

In what region is your company headquarters located?				
Answer Options	less than \$50 million	\$51 - \$100 million	Response Percent	Response Count
APAC	1	0	2.4%	1
EMEA	2	0	4.8%	2
LATAM	0	0	0.0%	0
NA	35	4	92.9%	39
SA	0	0	0.0%	0
Other (please specify)				0
<i>answered question</i>				<b>42</b>
<i>skipped question</i>				<b>0</b>

What is your company's annual air-spend range for business travel?				
Answer Options	less than \$50 million	\$51 - \$100 million	Response Percent	Response Count
less than \$50 million	38	0	90.5%	38
\$51 - \$100 million	0	4	9.5%	4
\$101 - \$200 million	0	0	0.0%	0
greater than \$200 million	0	0	0.0%	0
<i>answered question</i>				<b>42</b>
<i>skipped question</i>				<b>0</b>

## Data Summary – Companies Less Than \$100 Million

### Travel Management Responsibilities

Which responsibilities are included under your travel management staff, and which are outsourced, or not managed at all?							
Answer Options	<\$50 M	\$51 - \$100 M	#	Answer Options	<\$50 M	\$51 - \$100 M	#
<b>TMC Oversight</b>				<b>Meetings/Events</b>			
Travel Staff Responsibility	35	3		Travel Staff Responsibility	15	3	
Another Department Responsible	0	1		Another Department Responsible	16	0	
Outsourced	3	0		Outsourced	1	1	
Not Managed	0	0		Not Managed	6	0	
	38	4	42		38	4	42
<b>Corporate Card Management</b>				<b>Ground Transportation</b>			
Travel Staff Responsibility	22	3		Travel Staff Responsibility	35	3	
Another Department Responsible	16	1		Another Department Responsible	0	1	
Outsourced	0	0		Outsourced	0	0	
Not Managed	0	0		Not Managed	3	0	
	38	4	42		38	4	42
<b>Supplier Sourcing</b>				<b>Crisis Management</b>			
Travel Staff Responsibility	33	3		Travel Staff Responsibility	12	3	
Another Department Responsible	2	1		Another Department Responsible	25	1	
Outsourced	2	0		Outsourced	1	0	
Not Managed	1	0		Not Managed	0	0	
	38	4	42		38	4	42
<b>T&amp;E Expense Report Program Management</b>				<b>Rotator Travel</b>			
Travel Staff Responsibility	16	3		Travel Staff Responsibility	12	1	
Another Department Responsible	21	1		Another Department Responsible	5	0	
Outsourced	0	0		Outsourced	0	0	
Not Managed	1	0		Not Managed	19	3	
	38	4	42		36	4	40
<b>Travel Policy</b>				<b>Candidate Travel</b>			
Travel Staff Responsibility	38	4		Travel Staff Responsibility	28	2	
Another Department Responsible	0	0		Another Department Responsible	9	2	
Outsourced	0	0		Outsourced	0	0	
Not Managed	0	0		Not Managed	1	0	

## Data Summary – Companies Less Than \$100 Million

### Travel Management Staff Size

What is the size of the staff responsible for travel management (FTE)?							
Answer Options	less than \$50 million	\$51 - \$100 million	Response Count				
	38	4	42				
	<i>answered question</i>			42			
	<i>skipped question</i>			0			
Number	< \$50 M	\$51 - \$100 M	Response	Number	< \$50 M	\$51 - \$100 M	Response
1	X		6	22	X		1
2	X		1.5	23	X		1
3	X		3	24	X		1
4	X		3	25	X		9
5	X		1	26	X		3
6	X		7	27	X		1.5 people
7	X		3	28	X		2
8	X		3	29	X		1
9	X		2	30	X		3
10	X		0	31	X		1.25
11	X		2	32		X	2
12		X	3	33	X		3
13	X		1.5	34	X		5
14	X		1	35	X		1.5
15	X		5	36	X		1
16	X		2	37		X	1
17	X		3	38	X		3
18	X		1	39	X		3 (2 agents 1 manager)
19	X		15	40	X		1 manager and 4 auditors
20	X		4	41	X		2 People
21		X	2	42	X		1

## Data Summary – Companies Less Than \$100 Million

### Travel Management Cost

What is the overall cost (USD) of your travel management program including outsourced activities? (this is not actual travel expense, but the cost of managing the program, which would include internal staff/cost and/or outsourced staff/cost for fulfilling the							
Answer Options	< \$50 M	\$51 - \$100 M	Response Count				
	34	4	38				
	<i>answered question</i>			38			
	<i>skipped question</i>			4			
Number	< \$50 M	\$51 - \$100 M	Response	Number	< \$50 M	\$51 - \$100 M	Response
1	X		\$900,000	22	X		\$300,000
2	X		\$175,000	23	X		\$700,000
3	X		\$321,000	24	X		425K
4	X		\$400,000	25	X		\$200,000
5	X		\$300K	26	X		\$140,000
6	X		Not allowed to share	27	X		\$2,000,000
7	X		\$1,600,000	28	X		\$136,000
8	X		\$300,000	29	X		\$1,000,000
9	X		\$200K	30		X	\$100,000
10	X		\$15k annual	31	X		\$190,000
11	X		\$130,000	32	X		\$225,000
12		X	\$2,000,000	33		X	\$2,500,000
13	X		\$1.4M	34	X		\$240,000
14	X		\$150,000	35	X		180,000 (not including benefits)
15	X		1.4m	36	X		\$350,000
16	X		\$500,000	37	X		N/A
17	X		\$500,000	38	X		\$450,000
18	X		140k				
19	X		\$120				
20	X		\$850,000				
21		X	\$225,000				

## Data Summary – Companies Less Than \$100 Million

### Travel Sourcing Responsibilities

What areas are included in travel supplier sourcing, and indicate who has the responsibility?							
Answer Options	< \$50 M	\$51 - \$100 M	#	Answer Options	< \$50 M	\$51 - \$100 M	#
<b>Airline</b>				<b>TMC</b>			
Travel Management Staff	24	3	34	Travel Management :	25	3	34
Sourcing or Procurement	5	1		Sourcing or Procurement	5	1	
Outsourced Third Party	1	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	0	0	
	30	4			30	4	
<b>Hotel Program</b>				<b>Fleet</b>			
Travel Management Staff	20	3	34	Travel Management :	3	0	32
Sourcing or Procurement	5	0		Sourcing or Procurement	11	1	
Outsourced Third Party	5	1		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	14	3	
	30	4			28	4	
<b>Rental Car</b>				<b>Rail</b>			
Travel Management Staff	24	4	34	Travel Management :	15	3	33
Sourcing or Procurement	5	0		Sourcing or Procurement	2	0	
Outsourced Third Party	1	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	12	1	
	30	4			29	4	
<b>Corporate Card</b>				<b>Limousine</b>			
Travel Management Staff	14	2	34	Travel Management :	19	3	33
Sourcing or Procurement	15	2		Sourcing or Procurement	5	0	
Outsourced Third Party	1	0		Outsourced Third Party	0	0	
Not Applicable	0	0		Not Applicable	5	1	
	30	4			29	4	
<b>Meetings/Events</b>							
Travel Management Staff	12	2	33				
Sourcing or Procurement	6	2					
Outsourced Third Party	2	0					
Not Applicable	9	0					
	29	4					

## Data Summary – Companies Less Than \$100 Million

### Travel Sourcing Staff

What is the total number of staff responsible for travel supplier sourcing (FTE)?							
Answer Options		< \$50 M	\$51 - \$100 M	Response Count			
		29	4	33			
<i>answered question</i>				33			
<i>skipped question</i>				9			
Number	< \$50 M	\$51 - \$100 M	Staff	Number	< \$50 M	\$51 - \$100 M	Staff
1	X		1.5	18	X		1
2	X		3	19	X		1
3	X		1	20	X		2
4	X		3	21	X		2
5	X		3	22	X		2
6	X		3	23	X		1
7	X		1	24	X		1
8	X		2	25	X		1.25
9		X	2	26		X	2
10	X		1	27	X		1
11	X		1	28	X		1
12	X		1	29		X	1
13	X		4	30	X		2
14	X		3	31	X		1
15	X		1	32	X		1
16	X		4	33	X		2
17		X	0.5				

## Data Summary – Companies Less Than \$100 Million

### Travel Sourcing Staff

What is the size of staff (FTE) involved with each of the following travel supplier sourcing activities?														
FTE	0	< 1 FTE	1	2	3	4	5	6	7	8	9	10	> 10	Count
Airline	1	15	11	6	0	0	0	0	0	0	0	0	0	33
Hotel Program	0	18	9	5	1	0	0	0	0	0	0	0	0	33
Rental Car	0	19	8	6	0	0	0	0	0	0	0	0	0	33
Corporate Card	3	14	13	2	0	0	0	0	0	0	0	0	0	32
Meetings/Events	8	6	5	2	6	2	2	0	0	1	0	0	0	32
TMC	1	14	12	4	2	0	0	0	0	0	0	0	0	33
Fleet	16	5	7	1	2	0	0	0	0	0	0	0	0	31
Rail	13	10	5	2	0	0	0	0	0	0	0	0	0	30
Limousine	7	12	7	4	1	0	0	0	0	0	0	0	0	31
														<b>Totals</b>
														<i>answered question</i> 33
														<i>skipped question</i> 9

## Data Summary – Companies Less Than \$100 Million

### Travel Sourcing Cost

What is the overall cost (USD) of your travel supplier sourcing (if not included in the travel program cost)?				
Answer Options		less than \$50 million	\$51 - \$100 million	Response Count
		17	2	19
Number	< \$50 M	\$51 - \$100 M	Response	
1	X		part of the total program management indicated in question #6	
2	X		unknown as it is bundled with all supply chain/procurement indirect spend	
3	X		Cannot share	
4	X		\$150,000	
5	X		\$300,000	
6	X		\$270K	
7	X		included in the previous number	
8	X		included in travel program cost	
9	X		\$50,000	
10	X		\$349,000	
11		X	\$50,000	
12	X		included	
13	X		\$0	
14	X		\$50,000	
15	X		\$100,000	
16		X	\$90,000	
17	X		included in previous figure	
18	X		included.	
19	X		N/A	

## Data Summary – All Participants

### Travel Management Program Benchmarking Summary – All Participants

What is the scope of your travel management program?		
Answer Options	Response Percent	Response Count
global	64.7%	33
regional	13.7%	7
country	21.6%	11
local	0.0%	0
Other (please specify)		6
<i>answered question</i>		<b>51</b>
<i>skipped question</i>		<b>2</b>

In what region is your company headquarters located?		
Answer Options	Response Percent	Response Count
APAC	1.9%	1
EMEA	5.8%	3
LATAM	0.0%	0
NA	92.3%	48
SA	0.0%	0
Other (please specify)		1
<i>answered question</i>		<b>52</b>
<i>skipped question</i>		<b>1</b>

## Data Summary – All Participants

### Travel Management Program Benchmarking Summary – All Participants

Of the following, which responsibilities are included under your travel management staff, and which are outsourced, or not managed at all?

Answer Options	Travel Staff Responsibility	Another Department Responsible	Outsourced	Not Managed	Response Count
TMC Oversight	47	1	4	0	52
Corporate Card Management	28	23	1	0	52
Supplier Sourcing	45	3	3	1	52
T&E Expense Report Program Management	21	29	1	1	52
Travel Policy	50	1	1	0	52
Employee Personal Car Program Management	7	29	0	14	50
Meetings/Events	25	18	3	6	52
Ground Transportation	47	1	1	3	52
Crisis Management	18	30	2	1	51
Rotator Travel	18	5	1	25	49
Candidate Travel	38	11	1	2	52
Other (please specify)					7
<i>answered question</i>					<b>52</b>
<i>skipped question</i>					<b>1</b>

## Data Summary – All Participants

### Travel Management Program Benchmarking Summary – All Participants

What areas are included in travel supplier sourcing, and indicate who has the responsibility?					
Answer Options	Travel Management Staff	Sourcing or Procurement	Outsourced Third Party	Not Applicable	Response Count
Airline	35	6	1	0	42
Hotel Program	31	5	6	0	42
Rental Car	36	5	1	0	42
Corporate Card	17	22	1	2	42
Meetings/Events	20	9	2	10	41
TMC	35	6	0	1	42
Fleet	5	15	0	19	39
Rail	25	2	0	14	41
Limousine	28	5	0	7	40
Other (please specify)					7
<i>answered question</i>					<b>42</b>
<i>skipped question</i>					<b>11</b>

## Data Summary – All Participants

### Travel Management Program Benchmarking Summary – All Participants

What is the size of staff (FTE) involved with each of the following travel supplier sourcing activities?														
FTE	0	< 1 FTE	1	2	3	4	5	6	7	8	9	10	> 10	Response Count
Airline	1	16	13	10	0	0	0	0	0	0	0	0	0	40
Hotel Program	0	20	12	7	1	0	0	0	0	0	0	0	0	40
Rental Car	0	21	10	8	1	0	0	0	0	0	0	0	0	40
Corporate Card	3	15	13	3	2	0	0	0	0	0	0	0	0	36
Meetings/Events	8	7	6	4	6	4	2	0	0	1	0	0	0	38
TMC	1	15	14	6	2	2	0	0	0	0	0	0	0	40
Fleet	16	7	8	2	2	0	0	0	0	0	0	0	0	35
Rail	14	11	6	4	0	0	0	0	0	0	0	0	0	35
Limousine	7	15	8	6	1	0	0	0	0	0	0	0	0	37
Other (please specify)														4
														<i>answered question</i>
														<i>skipped question</i>
														40
														13