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FAA Shutdown

A Thank You to our Clients

Last Friday's FAA shutdown created an extraordinary challenge for travelers across the country. During the disruption, calls and emails to our team more than tripled, while extended airline hold times made an already difficult situation even more challenging. We know some travelers experienced longer wait times than any of us would have wanted, and we sincerely appreciate your patience.

Our team stepped up immediately. CTM team members worked extended hours and long shifts, doing everything possible to assist travelers and keep them moving. When flights weren't an option, we worked to extend hotel stays, arrange alternative transportation, including rail, and find solutions to help travelers get where they needed to be.

I couldn't be prouder of our team. These are the moments when the value of having a dedicated travel management partner really matters. It's not just about booking travel. It's about having people who take ownership, think creatively, and genuinely care when the unexpected happens.

I'm equally grateful to our clients who reached out with words of encouragement and appreciation during an incredibly busy time. Your kindness meant a great deal to our team.

While the immediate disruption has passed, we're continuing to monitor the situation and adjust staffing as needed to support your travelers. As always, for urgent travel matters, please contact your CTM account manager.

Thank you for your patience, your partnership, and the confidence you place in CTM. We never take that trust for

granted.

Warm regards,

Kelly Noftsger
President, Corporate Travel Management

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