

ONE-STOP INCLUSIVE TOUR CHARTERS (OTC's)

A new kind of charter, the One-Stop Inclusive Tour Charter (OTC) is available for the first time this year, as a result of an amendment to Civil Aeronautics Board Regulations.

The OTC must be organized by an independent tour operator who sells the tour package either directly to members of the public or through designated agents. The consumer enters into a contract directly with the tour operator. READ YOUR CONTRACT CAREFULLY BEFORE SIGNING OR MAKING ANY PAYMENTS, BE SURE YOU UNDERSTAND ITS TERMS.

The tour operator must protect all payments in escrow accounts or have a surety bond to protect consumers. The solicitation material you receive must give the name of the bonding company and spell out what you will receive and the rights and obligations of the parties. Also read it carefully.

The CAB does not "approve" or "disapprove" component parts of the package but assures that it complies with all applicable CAB regulations. Thus, "CAB Approved" is not a CAB endorsement but indicates only that the tour operator's required filing with the Board of the tour package prospectus was done properly and accepted.

An OTC may visit one or more places but no minimum number of stops is required beyond the destination city.

For OTC's to Canada, United States, Mexico and Caribbean points (North American charters), you must sign up at least 15 days in advance of the tour. For all other destinations you must sign up at least 30 days in advance.

The minimum duration of North American OTC's is four days; for all other destinations, seven days.

(Adapted from "Air Travelers' Fly-Rights," available without charge from the Distribution Unit, CAB Publications Services Section, Washington, D.C. 20428)

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

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ON OR AFTER
Thursday
July 29, 1976
CAB 76-119

CONSUMER COMPLAINTS JUMP-UP 75 PERCENT OVER JUNE 1975

WASHINGTON, D. C. (July 29)--Consumer complaints filed with the Civil Aeronautics Board's Office of the Consumer Advocate (OCA) jumped 38 percent during the first half of 1976 according to OCA's June report.

There were 8,439 complaints for the first six months of 1976 compared to 6,108 complaints filed during the same period in 1975.

For the month of June alone, the 1,450 complaints filed represented a 75 percent increase over the 827 complaints filed in June 1975.

The number of complaints in June decreased from May in several categories, flights, flight information, customer treatment, reservations and in-flight services. But complaints about charters, baggage and refunds increased.

Consumers and others who have air transportation difficulties relating to fares, flight cancellations, delays, baggage handling and similar problems are encouraged to write to the CAB Office of the Consumer Advocate, 1825 Connecticut Avenue, N. W., Washington, D. C. 20428.

Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER REPORT a/

For the Month of June 1976

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares	Refunds	Customer Treatment	Flight Info.	In-flight Service	Service in General	Discrimination		Cargo						Charters	Other	Total					Monthly Enplanements b/ (000 omitted)	Reports per 100,000 Enplanements c/	Revenue Passenger Miles b/ (000 Omitted)	Reports per 100,000 Revenue Passenger Miles c/
		Cancel	Delayed	Irregularities	Overbook	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.	COO	Loss	Damage	Delay	Other	Rates			Current month	Year to date	Previous month	Same month previous year	Previous year thru same month				
AMERICAN	100	2	0	1	12	7	2	12	1	8	0	0	32	4	14	3	0	0	0	0	0	2	0	0	1	1	2	12	122	645	89	50	483	1914	6.06	2006312	5.76
BRANIFF	51	1	3	0	0	3	1	4	3	0	0	0	5	4	7	1	4	0	0	0	0	0	0	0	0	1	0	2	42	293	36	17	165	753	5.45	563145	7.26
CONTINENTAL	51	4	0	0	0	1	0	0	2	1	0	0	0	2	1	0	0	0	0	1	0	0	0	1	0	0	7	21	166	32	17	144	607	3.30	534167	3.74	
DELTA	54	0	0	1	9	3	0	3	2	0	0	1	0	2	2	2	2	0	0	0	0	0	0	0	0	0	7	41	298	35	19	329	2462	4.61	1563646	2.56	
EASTERN	122	2	7	0	3	1	0	0	4	1	0	0	36	6	0	3	0	0	0	1	0	0	1	0	0	1	15	114	761	110	76	604	2691	4.13	1401243	6.16	
NATIONAL	29	1	2	0	2	0	1	1	2	1	0	0	7	1	1	0	1	0	0	0	0	0	0	0	0	0	3	23	116	33	38	332	541	4.25	499397	4.61	
NORTHWEST	26	4	4	0	1	2	1	3	0	2	1	1	5	3	3	4	2	0	0	1	0	0	1	0	0	0	0	6	47	479	52	44	201	813	5.66	884325	5.20
TRANS WORLD	20	3	1	0	2	1	0	0	4	2	0	0	16	0	8	5	2	0	0	2	0	0	0	0	0	1	1	34	119	541	69	55	304	1418	8.25	1803392	6.21
UNITED	79	3	8	1	6	6	5	4	2	6	0	0	35	7	7	1	2	0	0	0	0	0	0	0	2	0	11	106	475	62	54	492	2744	3.79	4550358	4.10	
WESTERN	20	1	1	0	4	1	1	2	0	1	0	0	6	1	1	0	0	0	0	0	0	1	0	0	0	0	2	24	176	23	14	130	717	3.21	631397	3.64	
PAN AMERICAN	53	4	3	1	8	1	3	4	1	3	0	3	6	3	4	2	2	0	0	0	0	2	1	1	0	1	4	18	73	288	44	47	246	143	2.25	1427709	4.32
AIR NEW ENGLAND	6	2	1	0	0	3	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8	27	1	4	23	27	1.2			
AIRWEST	8	0	0	0	1	1	0	2	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	9	99	10	17	78	358	2.51			
ALLEGHENY	31	2	3	0	5	2	0	1	1	3	0	0	5	2	3	3	1	1	0	0	0	0	0	0	0	0	4	36	240	43	27	279	1095	3.29			
FRONTIER	1	0	0	1	1	1	2	1	0	1	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	1	11	64	6	4	71	322	1.02			
NORTH CENTRAL	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	3	7	73	13	12	63	401	1.30			
OZARK	7	1	2	1	0	1	0	2	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	11	90	14	12	66	319	3.45			
Piedmont	5	1	0	0	0	0	0	0	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	5	35	7	7	39	332	2.51			
SOUTHERN	7	0	1	2	1	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	10	75	12	11	55	295	3.39			
TEXAS INT'L	2	1	0	0	2	0	0	0	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	7	81	13	5	34	213	3.29			
ALOHA	5	1	0	0	1	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	6	32	2	5	23	107	3.18			
HAWAIIAN	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	14	2	4	36	250	1.40			
ALASKA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	5	11	24	61				
WIEN AIR ALASKA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	3	9	27	530				
AIRLIFT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4				
FLYING TIGER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	0	5					
SEABOARD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1					
FOREIGN	26	0	4	5	19	11	0	14	5	6	3	3	11	11	8	2	3	0	0	1	1	2	1	1	1	1	2	16	131	970	176	121	679				
CAP. INT'L AIRWAYS, INC.	5	0	1	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	5	30	6	2	35					
EVERGREEN INT'L AIRLINES, INC.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1					
McCULLOUGH INT'L AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0				
MODERN AIR TRANS., INC.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5				
OVERSEAS NAT'L AIRWAYS, INC.	12	0	11	1	0	0	0	0	1	2	1	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	4	0	24	128	33	5	42				
TRANS INT'L AIRLINES, INC.	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	15	42	7	2	21					
WORLD AIRWAYS, INC.	3	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	6	46	0	4	24					
FOREIGN SUPP.	5	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	5	9	1	0	1					
COMMUTERS	24	4	5	0	2	2	0	4	1	4	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	2	26	204	32	27	192					
FREIGHT FWRD	17																				0	4	3	3	4	6	0	0	20	140	23	16	160				
AGENT & GROUP	189	0	0	0	1	4	1	0	0	0	0	0	10	12	1	3	0	0	0	0	0	0	0	0	0	0	144	54	230	864	197	57	425				
OTHER	132	2	0	0	10	1	0	6	2	0	1	1	44	1	0	2	2	1	0	0	1	0	2	1	0	0	18	46	141	809	237	27	155				
TOTAL	Current month	1134	36	74	24	94	70	26	87	37	44	10	12	236	74	73	32	23	4	1	7	2	11	12	7	8	12	179	255	1450							
	Year to date	6317	311	623	207	642	605	96	462	240	241	59	59	905	452	548	339	187	32	4	29	40	75	78	62	31	82	634	1372		8439						
	Previous month	1122	46	80	26	97	90	15	77	41	35	10	10	236	65	57	52	26	5	0	4	4	10	17													

b/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaint has been made nor should the report be construed as a "rating" of one carrier's performance in relation to that of any other since each class of carrier and, to some extent, each carrier has service problems unique to its operation.

b/ Enplanements and Revenue Passenger Miles are taken from CAB Form 41 report for April 1976; the most recent available to the Board. Nonscheduled services are not included.

c/ Based on passenger complaints only; cargo and charter complaints have been eliminated.

d/ Represents 1065 letters received. Sixty-nine letters had complaints against more than one carrier.

e/ Includes Allegheny commuter boardings of 119,806 during the month of April.