

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

Consumer Travel Tips - October 1976

SPECIAL EVENT CHARTERS (SECs)

Special Event Charters (SECs) were designed by the Civil Aeronautics Board to provide package charter trips for persons attending "special events" such as specific and significant events of a sporting, social, religious, educational, cultural or political nature.

An SEC is organized by a tour operator who obtains the air transportation and puts together the ground package and offers the charter for sale to the public. Like an inclusive tour charter, there is no advance sign-up requirement. Like the One-Stop Inclusive Tour Charter (OTC), the SEC has a single destination. The choice of destination is dependent upon a "special event" taking place in that city. The tour package must include admission to that event. The tour operator provides the SEC participants with tickets to the special event, ground transportation and baggage handling. When an overnight stay is involved, hotel accommodations also must be included.

Unless there is an overnight stay, SECs have no minimum price. Where an overnight stay is involved, the minimum price is the pro rata seat cost plus \$15 per night for adults, or \$7.50 for children sharing accommodations with a full-price passenger. The maximum duration of SECs is three days in North America and six days elsewhere.

Examples of "special events" which qualify under the terms of the SEC Regulation include "bowl" games, college and professional sport tournaments, important religious or civic events. However, events which regularly take place, such as the Cherry Blossom Festival or Mardi Gras, do not qualify as special events.

FOR RELEASE:

ON OR AFTER

Tuesday
October 26, 1976
CAB 76-171

Contact: Alan M. Pollock
202/673-5990

CAB ISSUES CONSUMER COMPLAINT REPORT FOR SEPTEMBER

WASHINGTON, D. C. (October 22)--Consumer complaints filed with the Civil Aeronautics Board's Office of the Consumer Advocate (OCA) decreased or remained the same in every major category last month, according to the September Consumer Report of OCA.

Flight-related complaints decreased from 195 in August to 174 last month; reservations complaints decreased from 223 to 201. Fare complaints were down for the same period (123 to 96), as were refund problems (81 to 75) and charter complaints (223 to 160). Baggage complaints totaled 177 in both August and September.

The total of 1,339 complaints reported in September was down nearly 9 percent from the 1,466 reported in August but was about 38 percent greater than the 968 reported in September 1975.

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

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ATTACHMENTS

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of September 1976

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares	Refunds	Customer Treatment	Flight Info	In-flight Service	Service in General	Discrimination		Cargo							Charities	Other	Total					Monthly Enplanements b/ (000 omitted)	Receipts per 100,000 Enplanements c/	Revenue Passenger Miles h/	Reports per 100,000,000 Revenue Passenger Miles c/
		Canceled	Delayed	Irregularities	Overbooked	Problems	Ticketing	Lost	Damage	Delayed	Other	Rates							Racial	Sex	COB	Loss	Damage	Delay	Other	Rates	Current month			Year to date	Previous month	Same month previous year	Previous year thru same month					
AMERICAN	64	3	6	0	8	0	1	16	2	6	0	0	12	3	3	4	2	0	1	0	0	0	1	1	0	1	0	10	80	924	98	49	625	2280	3.38	2517527	3.05	
BRANIFF	21	0	0	0	3	3	1	2	1	2	0	0	2	3	3	1	1	0	0	0	0	2	0	0	0	0	0	4	28	374	28	14	244	809	3.21	669486	3.88	
CONTINENTAL	20	1	2	2	1	1	0	4	0	1	1	0	1	2	2	1	2	0	0	0	0	0	1	0	0	0	3	25	247	22	20	204	752	3.19	692917	3.46		
DELTA	19	0	4	1	0	3	0	0	1	1	1	0	5	0	1	0	0	0	0	0	0	1	0	0	0	0	1	3	22	383	27	26	426	2492	.84	1587226	1.32	
EASTERN	50	7	5	2	2	6	4	8	3	2	1	1	8	3	6	3	0	0	0	2	0	1	1	0	0	0	6	71	1051	93	46	773	2625	2.63	1757371	3.92		
NATIONAL	10	1	1	1	0	0	0	1	0	1	0	0	2	1	0	0	0	0	0	0	0	0	1	0	0	0	0	3	12	158	12	28	414	501	2.20	499821	2.20	
NORTHWEST	23	0	7	1	3	4	1	3	0	4	1	0	1	1	4	2	0	0	0	0	0	1	0	0	0	0	0	4	37	628	60	44	336	921	3.91	1107588	3.25	
TRANS WORLD	64	1	7	1	4	10	3	4	2	3	1	4	12	9	8	7	0	0	0	1	0	0	0	1	1	0	2	11	92	843	97	88	616	1726	5.21	2620128	3.43	
UNITED	65	2	8	0	5	9	0	6	2	5	0	2	3	5	13	5	6	1	0	1	1	0	0	0	0	0	1	16	91	754	98	47	671	3291	2.74	3359467	2.68	
WESTERN	24	4	3	1	2	0	0	1	0	1	1	0	3	3	5	0	2	0	0	0	0	1	0	0	0	0	0	3	30	249	30	29	210	823	3.52	753888	3.84	
PAN AMERICAN	43	2	2	0	6	3	0	2	0	4	2	2	5	6	3	1	2	0	0	1	0	0	0	0	0	0	2	7	50	438	51	46	376	853	5.86	2292345	2.18	
AIR NEW ENGLAND	7	2	1	1	0	2	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	3	13	72	17	11	77	58	22.41			
AIRWEST	2	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	0	1	2	132	24	11	108	384	.52			
ALLEGHENY	30	6	2	0	3	4	1	1	1	2	1	0	3	4	1	3	1	0	0	0	1	0	0	1	0	0	0	1	36	351	43	64	440	1112	3.06			
FRONTIER	8	0	1	1	2	1	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	13	125	13	10	106	392	3.32			
NORTH CENTRAL	9	1	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2	9	115	11	12	100	453	1.55			
OZARK	15	1	1	1	2	0	1	1	1	0	2	0	2	2	4	0	1	0	0	0	0	0	0	0	0	0	0	3	22	139	13	16	103	330	6.66			
PIEDMONT	12	0	0	1	3	0	1	0	0	0	0	0	0	3	4	1	0	0	0	0	0	0	0	0	0	0	0	3	16	78	15	11	59	363	4.41			
SOUTHERN	5	0	0	0	1	1	0	1	0	0	0	0	0	0	3	0	1	0	1	0	0	0	0	0	0	0	0	0	8	98	12	4	70	311	2.57			
TEXAS INT'L	9	0	0	0	1	0	1	1	1	1	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	2	10	118	13	5	61	234	3.85			
ALOHA	2	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	45	6	6	32	218	.92			
HAWAIIAN	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	28	6	2	47	280	1.07			
ALASKA	2	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	36	10	3	31	99	2.02			
WIEN AIR ALASKA	3	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	4	31	3	7	55	84	4.76			
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	0	4				
FLYING TIGER	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	0	0	1	1	8	2	1	10					
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	0	2	0	0	0	1				
FOREIGN	133	2	25	10	27	24	5	17	4	4	2	5	16	13	28	7	6	0	0	0	3	0	0	2	0	2	21	223	1520	192	148	1081						
CAP. INT'L AIRWAYS, INC.	12	0	8	0	0	0	0	1	0	0	0	0	0	0	4	1	1	0	0	0	0	0	0	0	0	0	2	4	21	85	24	3	54					
EVERETT INT'L AIRWAYS, 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	1	0	0	1					
MCULLOCH 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	8	9					
NORFOLK AIR TRANS., INC.	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	0	0	1	1	1	0	1	9					
OVERSEAS NAT'L AIRWAYS, INC.	14	0	7	0	0	0	0	1	1	1	0	0	0	0	5	2	2	0	0	0	0	0	0	0	0	0	2	3	24	195	14	15	76					
TRANS INT'L AIRLINES, INC.	6	0	2	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	8	91	22	7	32					
WORLD AIRWAYS, INC.	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	57	4	1	29					
SATURN AIRWAYS, 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	0	1				
FOREIGN SUPP.	11	1	3	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6	1	13	36	10	0	7					
COMMUTERS	38	10	4	3	5	6	0	2	2	1	0	0	1	11	3	2	0	0	0	0	0	0	0	0	0	0	0	3	53	317	30	20	259					
FREIGHT FWER	18																				2	2	8	2	1	4	0	0	19	198	21	19	231					
AGENT & GROUP	138	0	0	0	0	2	0	0	0	1	0	0	5	3	1	0	0	0	0	0</																		

a/ 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 problems unique to its operation.

b/ Enplanements and Revenue Passenger Miles are taken from CAB Form 41 report for July 1976; the most recent available to the Board. Both scheduled and nonscheduled services are included.

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

d/ Represents 919 letters received. Seventy-three letters had complaints against more than one carrier.