

CONSUMER REPORT a/

For the Month of: December

CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	DISCRIMINATION		Smoking	CARGO					Charters	Other	TOTAL					Monthly Enplanements b/ (000 Omitted)	Reports per 100,000 Enplanements c.		
		Conc'd	Delayed	Irregular	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.		COO	Levs	Damage	Delay	Other			Rates	Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.			Prev. Yr. Same Mo.	
American	138	3	8	3	7	18	1	21	6	10	3	0	20	11	5	1	7	1	1	1	19	0	0	1	0	0	0	0	13	160	1662	152	97	1203	2326	6.84	
Braniff	57	2	9	3	2	6	1	1	2	3	0	2	13	6	7	2	3	0	0	1	0	0	0	0	1	0	0	7	71	725	72	46	507	1003	6.98		
Continental	33	3	5	0	2	3	0	1	1	0	2	0	6	5	6	1	2	0	0	0	0	1	0	1	0	0	0	6	45	533	50	23	282	766	5.61		
Delta	45	4	7	1	4	5	2	1	1	0	0	0	9	3	7	3	0	0	0	0	2	0	1	0	0	0	2	0	1	53	686	58	49	517	3045	1.64	
Eastern	110	5	16	1	4	19	3	14	4	6	1	0	21	6	9	10	2	1	0	2	3	0	1	2	4	0	0	12	146	2114	126	115	1352	3026	4.59		
National	44	4	6	0	3	2	0	5	2	0	2	0	6	2	2	3	3	0	0	0	2	0	0	0	0	0	1	0	4	47	580	28	33	311	489	9.41	
Northwest E/	36	8	8	1	0	4	1	0	1	2	1	0	3	2	1	2	5	0	0	0	2	0	0	0	0	1	1	0	3	46	735	50	46	496	663	6.64	
Trans World	139	3	9	3	9	15	2	15	1	10	0	0	24	15	20	4	9	0	0	1	13	0	0	0	0	0	0	32	185	1983	300	89	1150	1764	10.49		
United	75	11	8	2	3	5	2	6	1	6	0	0	10	6	6	4	4	0	0	0	2	0	1	0	1	0	0	1	8	87	1528	124	106	921	3532	2.41	
Western	42	6	4	0	3	8	0	1	1	0	2	0	6	4	6	1	1	2	0	0	0	0	0	0	2	0	0	5	52	486	70	20	270	901	5.55		
Pan American	120	2	13	2	8	31	2	18	1	6	0	1	12	12	5	5	2	1	0	1	10	0	1	2	1	0	1	1	8	146	1219	161	67	682	796	17.71	
Airwest	46	7	4	0	7	8	1	3	0	0	0	0	6	2	4	1	1	0	0	0	0	0	0	0	0	0	3	0	8	55	325	33	26	186	538	9.67	
Allegheny	57	7	4	2	14	8	0	1	1	6	0	1	6	5	7	4	0	0	0	0	1	0	0	0	0	0	0	3	70	737	61	47	514	e/1344	5.21		
Frontier	23	9	0	0	0	6	0	1	0	3	0	0	5	0	2	1	1	0	0	0	0	0	0	0	0	0	1	0	2	31	374	27	11	112	467	6.42	
North Central	19	1	4	1	1	4	1	1	0	1	0	0	1	1	4	2	0	0	0	0	0	0	0	1	0	0	0	2	25	284	16	18	146	600	4.00		
Ozark	23	1	2	0	3	2	2	1	0	0	0	0	4	2	3	2	1	1	0	1	1	0	0	0	0	0	1	0	1	28	271	26	12	154	415	6.51	
Piedmont	15	4	3	1	2	3	0	0	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	17	223	17	22	121	419	4.06		
Southern	16	2	2	1	2	3	1	1	0	1	0	0	2	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	19	269	19	21	121	357	5.32		
Texas Int'l	21	5	2	1	1	2	0	2	3	1	0	0	1	0	2	2	1	0	0	1	1	1	0	0	1	0	0	0	27	263	21	17	205	344	7.27		
Aloha	4	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	52	9	0	33	230	1.74			
Hawaiian	5	1	1	0	0	1	0	0	1	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	1	8	82	2	7	66	294	2.72		
Air New England	2	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3	112	9	4	73					
Air Midwest	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	0	0	2				
Alaska	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	2	49	7	0	35					
Wien Air Alaska	3	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4	32	6	5	30				
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	3	0	0	9					
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	7	1	1	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	3	0	0	1					
Foreign	174	10	11	5	23	27	5	33	6	4	4	7	20	21	12	5	2	0	1	0	6	4	2	0	2	0	0	3	14	227	2642	249	174	2126			
Cap Int'l Air Ways, Inc.	15	0	3	1	0	0	0	5	2	2	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	3	0	18	427	7	36	295			
Evergreen Int'l Airlines	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	0	0	1	25	5	5	38			
McCulloch 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	1	0	0	15					
Overseas Nat'l Airways	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	99	1	12	215					
Trans Int'l Airlines, Inc.	10	0	3	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	1	3	11	183	9	20	272			
World Airways Inc.	8	0	1	0	2	0	1	0	0	1	0	0	0	0	1	3	1	0	0	0	0	0	0	0	0	0	0	3	0	13	261	8	11	153			
Foreign Supp.	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	0			
Commuters	63	10	10	0	9	12	2	8	3	5	1	0	3	4	4	7	0	2	1	1	0	0	1	0	0	0	0	4	87	857	69	82	793				
Freight Fwdr.	33	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	7	6	5	2	13	0	1	35	283	34	20	254			
Tour Operators	84	3	1	0	0	3	1	0	0	0	0	0	3	2	0	4	0	0	0	1	0	0	0	0	0	0	0	56	18	92	1675	129	190	2464			
Travel Agents	28	1	0	0	0	10	1	0	0	0	0	0	9	5	1	1	0	0	0	0	0	0	0	0	0	0	0	1	2	31	225	15	0	0			
Other	117	4	3	2	9	2	1	7	1	0	1	0	11	1	2	3	5	0	0	1	9	0	0	0	1	1	2	5	51	122	1590	88					