

CONSUMER REPORT a/

For the Month of: November, 1978

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 Enplane-ments b/ (000 Omitted)	Reports per 100,000 Enplane-ments c/
		Cancel	Delay'd	Irreg. In-flight	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rebates							Racial	Pass.		COO	Loss	Damage	Delay	Other	Rebates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. Same Mo.		
American	129	3	3	1	9	16	2	11	2	4	0	3	21	10	9	5	7	0	0	1	22	0	0	2	2	1	2	0	16	152	1502	100	77	1106	2312	6.27
Braniff	57	2	7	6	5	7	0	3	2	6	0	1	8	6	6	2	1	1	0	1	2	0	0	0	0	0	0	6	72	654	27	23	461	748	7.51	
Continental	39	3	8	3	1	3	1	3	1	0	0	1	9	2	4	4	1	0	0	0	3	0	0	1	0	0	0	2	50	420	37	20	257	761	6.44	
Delta	48	3	6	0	5	7	0	0	1	1	2	0	12	2	3	2	2	0	0	0	3	0	1	1	2	0	1	0	4	58	633	30	47	468	2022	1.81
Eastern	96	6	18	1	8	21	0	12	7	2	0	0	8	9	3	4	5	1	1	0	6	0	1	0	3	0	0	10	126	1968	100	81	1237	2886	4.23	
National	27	1	1	1	3	1	0	5	0	1	1	0	4	3	1	0	0	0	0	0	0	0	0	0	1	0	0	5	28	533	43	27	270	472	5.72	
Northwest &/	41	11	8	2	0	2	1	1	1	1	1	0	5	3	1	2	1	0	0	0	3	0	1	0	0	1	0	0	5	50	689	33	41	450	475	10.11
Trans World	196	6	14	4	12	17	2	18	8	9	1	0	45	6	35	9	29	0	0	4	34	0	0	1	1	0	0	45	300	1798	213	133	1061	1820	16.37	
United	108	11	5	0	10	6	3	11	2	3	4	0	14	15	3	2	3	1	0	1	6	0	0	0	2	3	1	0	18	124	1441	95	72	815	3515	3.36
Western	57	1	6	3	6	11	1	5	1	3	0	0	5	7	6	1	2	1	0	0	3	0	0	1	0	0	0	7	70	434	41	15	250	933	7.40	
Pan American	118	6	14	1	8	24	2	12	3	3	0	0	18	8	14	7	5	0	0	0	8	1	1	0	1	0	1	0	24	161	1073	122	74	615	907	17.31
Airwest	26	4	3	0	3	3	0	3	4	4	0	0	2	1	1	3	0	1	0	0	0	0	0	0	0	0	0	1	33	270	21	15	160	546	6.04	
Allegheny	48	8	10	5	2	9	1	4	0	1	1	0	6	2	2	7	1	0	0	0	0	0	0	0	0	0	0	2	61	667	71	52	467	1275	4.78	
Frontier	20	1	3	2	4	0	0	0	0	1	0	0	5	1	3	1	0	1	0	0	0	0	1	0	2	0	0	0	2	27	343	25	12	101	462	5.13
North Central	13	1	3	0	1	2	0	0	2	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	16	259	13	7	128	584	2.57
Ozark	18	0	3	0	2	3	0	1	1	0	0	0	4	1	6	0	0	0	0	0	2	0	0	0	0	0	0	3	26	243	13	8	142	300	6.67	
Piedmont	16	3	2	1	0	0	0	1	0	0	0	0	1	0	1	1	0	3	0	1	0	0	0	0	0	0	0	3	17	206	22	6	93	400	4.25	
Southern	17	0	5	1	2	1	0	1	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	19	250	21	15	100	346	5.20	
Texas Int'l	13	2	3	1	3	1	0	2	1	1	0	0	0	1	3	2	1	0	0	0	0	0	0	0	0	0	0	0	21	236	16	11	188	323	6.50	
Aloha	7	2	0	0	0	2	0	3	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	48	8	2	33	219	0.46	
Hawaiian	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	74	4	2	59	266	0.75		
Air New England	6	1	0	1	0	3	0	0	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	9	109	7	3	69			
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	4	2	0	2				
Alaska	6	0	0	0	1	1	1	0	1	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	7	47	12	5	35			
Wien Air Alaska	3	0	1	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	6	28	8	5	25				
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	2	9				
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	1	0	1	7	0	0	4			
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	1	0	1				
Foreign	178	13	24	9	21	21	3	31	11	9	1	3	15	23	22	6	1	0	0	1	1	4	0	0	2	1	1	6	20	249	2415	201	188	1952		
Cap Int'l Air Ways, Inc.	6	0	3	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	7	409	9	46	259		
Evergreen Int'l Airlines	4	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	2	2	5	24	1	10	33		
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	0	1	0	0	15			
Overseas Nat'l Airways	1	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	0	1	97	1	43	203				
Trans Int'l Airlines, Inc.	7	0	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	1	9	172	10	12	252		
World Airways Inc.	7	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	8	248	25	11	142			
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			
Commuters	47	9	8	8	10	6	1	3	1	0	1	1	2	3	5	6	0	0	0	0	0	1	0	0	0	0	1	3	69	770	57	51	711			
Freight Fwdr.	33	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	6	4	5	4	11	0	2	34	248	9	26	234			
Tour Operators	120	2	1	0	3	4	0	1	1	0	0	0	7	3	1	1	0	0	0	0	0	0	0	0	0	0	0	84	21	129	1583	134	223	2274		
Travel Agents	15	0	0	0	0	1	1	0	0	0	0	0	3	1	0	3	0	0	0	0	0	0	0	0	0	0	0	4	2	15	194	15	0	0		
Other	84	0	1	0	5	5	1	3	3	2	2	0	19	3	1	2	9	2																		