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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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U.S. AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-BOOKING	TICKETING	BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	
AIR VIRGIN ISLANDS	5	5	0	0	1	11	1	0	0	0	0	1	24
AIR ATLANTA	6	0	0	1	0	6	2	0	1	1	0	0	17
AIR CALIFORNIA	21	4	3	0	4	10	6	1	0	0	0	5	50
AIR HAWAII	12	3	1	0	164	2	1	1	0	1	0	7	192
AIR MIDWEST	5	3	0	1	1	4	0	0	0	0	0	0	14
AIR NEW JERSEY	3	2	0	0	5	4	1	0	0	0	0	0	19
AIR WISCONSIN	7	0	1	0	0	3	1	1	0	0	0	1	14
ALASKA AIRLINES	5	2	0	2	1	8	4	1	0	0	0	1	26
AMERICA WEST AIRLINES	17	10	6	2	7	17	2	5	0	0	0	1	67
AMERICAN AIRLINES	191	33	53	42	72	129	51	30	5	4	3	33	642
AMERICAN TRANS AIR	5	0	3	0	0	11	1	0	0	0	0	0	20
ATLANTIC GULF AIRLINES	5	0	1	0	1	4	0	0	0	0	0	0	11
ATLANTIC SOUTHEAST AIRLINES	3	0	1	0	0	4	1	2	0	0	0	0	11
BAW AIRLINES	6	1	1	0	2	4	0	0	0	0	0	0	14
BRITANNIA INC.	7	4	1	1	8	7	1	1	1	0	0	3	36
BRIT AIRWAYS	16	4	3	1	0	3	2	0	0	0	0	0	29
CANADIAN EXPRESS	23	3	2	0	6	4	1	0	0	0	0	2	41
CHALLENGER INTERNATIONAL AIRLINE	4	1	2	0	2	7	0	0	0	0	0	0	16
CONTINENTAL AIRLINES	171	71	44	38	169	130	52	15	15	3	0	19	727
CRUISEAIR	3	1	0	0	1	10	1	0	0	0	0	0	16
DELTA AIR LINES	63	9	25	27	27	42	14	15	3	0	0	6	231
EASTERN AIR LINES	422	39	49	29	125	226	77	23	5	1	4	30	1033
FLORIDA EXPRESS	30	13	4	0	3	10	0	1	0	0	0	1	62
GO AIR	3	5	0	0	0	7	0	0	0	0	0	0	15
HAWAIIAN AIRLINES	25	32	1	0	3	49	6	6	0	1	1	2	126
HAWAIIAN AIRLINES	6	0	0	1	0	7	1	0	0	0	0	0	15
JET AMERICA AIRLINES	13	2	0	1	2	6	0	0	4	0	1	0	29
NORWEGIAN AIRLINES	8	2	4	3	6	4	6	1	0	1	0	1	36
NEW YORK AIR	57	31	11	10	10	56	14	5	5	1	1	5	206
NORTHEASTERN INT'L. AIRWAYS	1	1	0	0	35	1	0	0	1	0	0	0	39
NORTHWEST AIRLINES	188	29	28	11	37	84	25	16	2	3	0	32	454
OTHER REGIONAL CARRIER	7	3	0	1	2	2	2	0	0	0	0	0	17
OTHER US CARRIERS & AIR TAXIS	12	5	1	0	6	5	0	0	1	0	0	2	32
ORION AIR LINES	13	0	7	3	2	16	3	1	1	0	0	2	48
PACIFIC SOUTHWEST AIRLINES	31	11	9	6	6	29	7	8	2	0	0	2	111
PAN AMERICAN WORLD AIRWAYS	127	69	44	21	66	154	33	19	7	4	0	33	577
PEOPLE EXPRESS AIRLINES	377	95	81	107	96	196	38	4	22	0	0	17	1031
PIONEER AIRLINES	92	18	13	13	16	41	19	12	7	2	0	4	237
PRIMAIR AIRLINES	4	0	1	1	0	3	1	0	0	0	0	1	11
PINER AIRLINES	2	1	0	0	2	3	0	0	0	0	0	3	11
PRESIDENTIAL AIRWAYS	39	14	4	4	2	15	10	1	5	0	0	3	97
PRIDE AIR, INC.	0	0	0	0	95	0	0	0	0	0	0	0	95
PRO AIR SERVICES	19	5	2	0	4	16	0	1	0	0	0	0	47
PROVINCETOWN HISTORIC AIRLINES	13	5	1	1	10	6	1	0	0	0	0	1	36
REGENT AIR CORPORATION	3	0	2	0	35	0	0	0	1	0	0	11	52
REPUBLIC AIRLINES	156	48	23	11	39	48	32	19	1	0	0	9	386
REX MOUNTAIN AIRWAYS	9	2	0	1	0	17	2	0	0	0	0	0	31
SIMMONS AIR LINES	25	1	0	0	0	6	1	0	0	0	0	1	36
SKY WEST AVIATION	4	4	2	0	0	5	0	0	0	0	0	0	15
SOUTHWEST AIRLINES	22	5	5	4	3	12	3	1	2	0	0	1	60

 * SCHIPMID SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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U.S. AIRLINES	RESERVATIONS											
	FLIGHT PROBLEMS	OVER-BOOKING	TICKETING	BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	OTHER
SUMMIT INTERNATIONAL AIRWAYS	3	3	1	0	3	2	1	0	0	0	0	0
TIMEX AIR	1	0	0	0	0	5	2	0	0	0	0	2
TRANS WORLD AIRLINES	210	57	57	41	81	178	69	23	15	12	2	44
TRANSTAR	14	7	3	1	4	13	2	2	1	0	0	1
UNITED AIRLINES	498	72	105	46	94	222	129	56	12	0	2	53
US AIR	94	12	28	14	33	31	34	20	0	0	1	15
WESTERN AIR LINES	45	14	14	10	23	25	6	5	1	2	0	10
WINGS WEST	4	1	0	0	0	5	0	0	0	0	0	0
WORLD AIRWAYS	88	25	18	3	55	44	10	2	0	0	0	5
OTHER U.S. AIRLINES	46	25	6	2	23	67	12	1	1	0	0	14
JANUARY 1986 THROUGH DECEMBER 1986	3249	836	671	460	1394	2040	685	299	121	40	15	394
PERCENT OF TOTAL COMPLAINTS	32.1	8.1	6.5	4.4	13.5	19.8	6.6	2.9	1.1	.3	.1	3.8

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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U.S. AIRLINES (MAJORS/NATIONALS) ALPHABETICAL	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA	58	48.96	1.19
ALASKA AIRLINES	26	36.35	.72
ALOMA AIRLINES	7	27.98	.25
AMERICA WEST AIRLINES	67	67.35	1.00
AMERICAN AIRLINES	642	452.59	1.42
BRANIFF INC.	36	24.30	1.48
CONTINENTAL AIRLINES	727	142.08	3.79
DELTA AIR LINES	231	407.90	.57
EASTERN AIR LINES	1033	422.01	2.45
HAWAIIAN AIRLINES	126	41.28	3.05
JET AMERICA AIRLINES	24	8.99	3.23
MIDWAY AIRLINES	36	27.09	1.33
NEW YORK AIR	206	46.30	4.45
NORTHWEST AIRLINES 1/	455	170.37	2.67
OZARK AIR LINES 2/	48	50.36	.95
PACIFIC SOUTHWEST AIRLINES	111	107.19	1.04
PAN AMERICAN WORLD AIRWAYS	577	127.76	4.52
PIONEER EXPRESS AIRLINES	1033	140.68	7.34
PIEDMONT AIRLINES	237	219.41	1.08
REPUBLIC AIRLINES 1/	346	177.18	2.18
SOUTHWEST AIRLINES	60	128.98	.47
TRANS WORLD AIRLINES 2/	797	192.85	4.13
TRANSTAR	50	22.60	2.21
UNITED AIRLINES	1297	485.54	2.67
USAIR	302	215.02	1.41
WESTERN AIR LINES	155	121.28	1.28
WORLD AIRWAYS	250	16.07	15.56
TOTAL MAJORS/NATIONALS	6982	3978.60	2.26
AVERAGES (BASED ON 27 AIRLINES)	332.67	147.36	2.26

1/ Northwest and Republic consolidated operations in October 1986. Complaints filed against the merged company for November and December 1986 will not be measured against consolidated enplanement data because of the normal two month lag in obtaining such data. (Also, see Footnote B to report.)

2/ TWA and Ozark consolidated operations in October 1986. Complaints filed against the merged company for November and December 1986 will not be measured against consolidated enplanement data because of the normal two month lag in obtaining such data. (Also, see Footnote B to report.)

 • SCHEDULED SERVICE •

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE A)

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U.S. AIRLINES (MAJORS/NATIONALS)	RANK	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
R A N K I N G				
WORLD AIRWAYS	1	250	16.07	15.56
PEOPLE EXPRESS AIRLINES	2	1033	140.68	7.34
PAN AMERICAN WORLD AIRWAYS	3	577	127.76	4.52
NEW YORK AIR	4	206	46.30	4.45
TRANS WORLD AIRLINES ^{1/}	5	797	192.85	4.13
CONTINENTAL AIRLINES	6	727	192.08	3.79
JET AMERICA AIRLINES	7	29	8.99	3.23
HAWAIIAN AIRLINES	8	126	41.28	3.05
NORTHWEST AIRLINES ^{2/}	9	455	170.37	2.67
UNITED AIRLINES	10	1297	485.54	2.67
EASTERN AIR LINES	11	1034	422.01	2.45
TRANSTAR	12	50	27.60	2.21
REPUBLIC AIRLINES ^{2/}	13	386	177.18	2.18
PRATT INC.	14	36	24.30	1.48
AMERICAN AIRLINES	15	642	452.59	1.42
USAIR	16	302	215.02	1.41
MIDWAY AIRLINES	17	36	27.09	1.33
WESTERN AIR LINES	18	155	121.28	1.28
AIR CALIFORNIA	19	58	48.96	1.19
PIEDMONT AIRLINES	20	237	219.41	1.08
PACIFIC SOUTHWEST AIRLINES	21	111	107.19	1.04
AMERICA WEST AIRLINES	22	67	67.35	1.00
OSARK AIR LINES ^{1/}	23	48	50.36	.95
ALASKA AIRLINES	24	26	36.35	.72
DELTA AIR LINES	25	231	407.90	.57
SOUTHWEST AIRLINES	26	60	128.98	.47
ALOMA AIRLINES	27	7	27.98	.25

^{1/} TWA and Ozark consolidated operations in October 1986. Complaints filed against the merged company for November and December 1986 will not be measured against consolidated enplanement data because of the normal two month lag in obtaining such data. (Also, see Footnote B to report.)

^{2/} Northwest and Republic consolidated operations in October 1986. Complaints filed against the merged company for November and December 1986 will not be measured against consolidated enplanement data because of the normal two month lag in obtaining such data. (Also, see Footnote B to report.)

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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FIRM/COMPANY NAME	RESERVATIONS										
	FLIGHT PROBLEMS	OVER-BOOKING	TICKETING	BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	OTHER
AFN LINGUS	3	2	3	1	3	1	1	1	0	0	0
AFRICAIR	20	7	1	0	6	12	5	1	0	0	1
AFRICAIR	2	1	0	1	2	5	1	0	0	0	0
AIR FRANCE	2	0	3	1	6	7	0	0	0	0	4
AIR INDIA	2	3	4	0	1	6	0	0	0	0	0
AIR JAMAICA	10	10	1	1	1	12	5	0	1	0	1
ALITALIA AIRLINES	4	9	4	2	3	19	1	0	0	0	2
ALM	4	1	0	1	3	3	0	1	0	0	0
AVIANCA	0	5	0	2	4	6	1	0	0	0	2
BAHAMA AIR HOLDINGS	2	4	0	0	4	16	0	1	0	0	0
BRITISH AIRWAYS	3	3	3	1	6	7	1	0	3	0	3
BOLIA	15	8	2	1	3	18	2	1	0	0	2
BOLEAVIA DE AVIACION	24	26	1	0	5	34	3	0	0	0	2
BOLEAVIA	0	3	0	2	2	3	0	0	0	0	0
FL AL ISRAELI	4	4	1	0	1	5	2	0	0	0	0
INFLIA AIRLINES	2	8	1	0	4	20	0	0	0	0	0
ICELANDAIR	8	1	1	0	2	7	1	0	0	0	1
KLM	0	3	2	0	5	4	1	4	0	0	1
KUWAIT AIR LINES	0	1	3	0	5	5	0	0	0	0	0
KUWAIT AIRWAYS	1	0	1	0	2	8	0	0	0	0	1
LIUFTHANSA	2	3	2	2	2	6	2	2	0	0	3
NEALCAN	35	20	4	1	5	48	3	2	0	0	1
OTHER FOREIGN CARRIER, CHARTER	2	3	0	0	1	4	1	1	0	0	2
PHILIPPINE AIRLINES	2	4	2	0	2	4	0	0	0	0	1
SARFA	2	7	0	0	4	1	1	1	0	0	1
TACA INTERNATIONAL AIRLINES	4	2	1	0	5	5	0	0	0	0	2
VANIG AIR LINES	2	1	2	0	1	2	1	0	0	0	1
VIRGIN ATLANTIC	4	1	0	5	1	4	0	0	1	0	0
VUCSLAV AIRLINES	0	2	0	1	1	7	0	0	0	0	1
OTHER FOREIGN AIR LINES	25	28	18	6	32	72	8	4	0	0	9
JANUARY 1986 THROUGH DECEMBER 1986	184	170	67	28	124	351	40	19	5	0	40
PERCENT OF TOTAL COMPLAINTS	17.8	16.4	6.0	2.7	12.0	34.0	3.8	1.8	.4	.0	3.8

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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C O M P A N Y	RESERVATIONS		TICKETING		CUSTOMER		ADVER-		CREDIT	THURS	OTHER	TC
	FLIGHT	OVER-	BOARDING	FAKES	REFUNDS	BAGGAGE	SERVICE	SMOKING	TISING			
PRINCIPALS	SALES											
AMERICAN TRANS AIR	10	0	0	1	0	27	2	3	0	0	0	1
OTHER TOUR OPERATORS	1	0	1	1	11	0	0	0	0	0	10	1
SKYSTAR INTERNATIONAL	3	0	0	0	0	2	0	0	0	0	4	3
TIME-AIR	3	0	1	0	0	0	2	1	0	0	0	4
BRAZILIAN AIRLINES	5	0	0	0	1	1	1	0	0	0	1	1
OTHER CHARTERS	27	1	4	0	26	24	3	1	1	0	65	5
JANUARY 1986 THROUGH DECEMBER 1986	49	1	6	2	38	54	8	5	1	0	80	15
PERCENT OF TOTAL COMPLAINTS	10.4	.3	2.2	.7	14.3	20.3	3.0	1.0	.3	.0	32.4	9.6

● 中国书画函授大学肇庆分校建校二十周年纪念册

 * MISCELLANEOUS SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
BY CATEGORY OF COMPLAINT (SEE EXHIBIT A)

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RESERVATIONS												
DATE	COMPANIES	FLIGHT OVER-PRIMPLEMS SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	SERVICE	SMOKING	TISING	CREDIT	TOURS OTHER	TOTAL
C A R G O												

C A R G O

INMEX CARGO CARRIERS & FORWARDERS	0	0	0	0	0	6	0	0	1	0	0	27	74
INMEX C A R G O	0	0	0	0	0	5	0	0	0	0	0	17	22
JANUARY 1986 THROUGH DECEMBER 198	0	0	0	0	0	11	0	0	1	0	0	44	56
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	19.6	.0	.0	1.7	.0	.0	78.5	100.0

TRAVEL AGENTS

NUMBER TRAVEL AGENTS	7	1	31	9	40	0	2	0	0	0	3	3	96
NUMBER TRAVEL AGENCY	0	0	2	1	9	0	0	0	1	0	2	4	19
NUMBER TRAVEL AGENTS	3	1	6	0	5	0	0	0	0	0	2	1	10
JANUARY 1996 THROUGH DECEMBER 1998	10	2	39	10	54	0	2	0	1	0	7	8	133
PERCENT OF TOTAL COMPLAINTS	7.5	1.5	29.3	7.5	40.6	0.0	1.5	0.0	.7	0.0	5.2	6.0	100.0

TWO CREATORS

CANFIELD/DAVID	2	0	1	0	6	0	0	0	0	1	0	10
OTHER TOUR OPERATORS	0	0	2	1	12	0	0	0	1	0	4	27
INHER TOUR OPERATORS	7	3	4	1	18	2	2	0	1	1	1	91
JANUARY 1986 THROUGH DECEMBER 198	9	3	7	2	36	2	2	0	2	1	19	88
PERCENT OF TOTAL COMPLAINTS	10.2	3.4	7.9	2.2	40.9	2.2	2.2	0	2.2	1.1	21.3	100

MISCELLANEOUS COMPANIES

ARMY AIR	13	1	0	1	52	6	0	0	0	0	2	3	78
CAPITOL AIR	0	0	0	0	9	2	0	0	0	0	0	0	11
COMMERCIAL AIRLINES	36	8	9	4	103	28	10	5	1	0	0	1	205
GENERAL COMPLAINTS	2	0	1	0	1	4	0	1	1	0	0	14	24
HAWAIIAN PACIFIC AIRLINES	0	0	0	0	9	0	0	0	0	0	0	9	14
INTELLIGENCE COMPANY	4	1	1	1	32	19	0	1	0	0	4	7	70
TRANS AIR	3	1	3	1	6	6	1	0	0	0	0	0	21

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986
BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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RESERVATIONS												
OTHER COMPANIES		FLIGHT OVER- PROBLEMS SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER
MISCELLANEOUS COMPANIES												
OTHER MISCELLANEOUS COMPANIES												
JANUARY 1986 THROUGH DECEMBER 1986		74	14	31	23	51	40	12	18	9	1	40
PERCENT OF TOTAL COMPLAINTS		13.7	2.5	4.9	3.2	20.8	13.6	2.5	2.7	1.2	.1	5.0
TOTAL		137	25	45	30	263	125	23	25	11	1	46
TOTAL		16.4	2.7	4.9	3.2	20.8	13.6	2.5	2.7	1.2	.1	5.0

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986

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INDUSTRY GROUPS	SCHEDULED CHARTER	TOTAL	OPINIONS	COMPLIMENTS	COMPLAINT RECORDS	OTHER	TOTAL, COMPLAINTS THRU REQUESTS	TOTAL CASES
U.S. AIRLINES	10254	122	10376	339	15	97	1020	10377
FOREIGN AIRLINES	1032	21	1053	16	1	33	109	1091
CANADA	56	0	56	0	0	0	11	66
TRAVEL AGENTS	133	20	153	6	1	6	54	200
TOWN OPERATIONS	88	102	190	2	0	29	36	232
MISCELLANEOUS COMPANIES	913	0	913	579	0	60	1537	3010
INDUSTRY TOTAL	12476	265	12741	962	17	225	2767	14904

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH DECEMBER 1986

COMPLAINT CATEGORY

RANKING TOTAL COMPLAINTS

FLIGHT PROBLEMS...

1

3683

BAGGAGE.....

2

2583

REFUNDS.....

3

1909

OVERSALES.....

4

1037

TICKETING/BOARDING

5

830

CUSTOMER SERVICE..

6

760

OTHER.....

7

693

FARES.....

8

532

SMOKING.....

9

348

TOURS.....

10

182

ADVERTISING.....

11

142

CREDIT.....

12

42

12701

FOOTNOTES TO REPORT

- A. This report is based on informal consumer complaints the Department has received by mail or telephone. Companies are listed if DOT received five or more complaints against them during the month. We have not determined the validity of each complaint. The types of problems included in each category are:

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing and Boarding: Airline or agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft.

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets.

Baggage: Lost, damaged or delayed baggage claims, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, and discriminatory treatment.

Smoking: Inadequate segregation of smokers from non-smokers; failure of airline to enforce no-smoking rules; objections to the rules, would prefer change such as: (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Credit: Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports.

Tours: Problems with scheduled or charter tour packages.

Other: Cargo problems, security, airport facilities, claims for bodily injury, and other problems not classified above.

- B. The number of passengers flown is based on adjusted enplanement data on BSA Form A1 reports filed by certificated airlines. For the annual report, the number of passengers flown is from November 1985 through October 1986.