

ularly since Delta is allegedly in a high category on profits, and Eastern is headquartered in Miami.

Mr. BROOKS. Mr. Fascell, you had a question, sir.

Mr. FASCELL. Yes, Mr. Chairman. I want to address myself for a moment to one of the worst customer inconveniences that exists as far as I am concerned, and that is overticketing.

I want to know where that comes in with respect to the question of the retention of a certificate as it applies to enforcement by the Board.

Mr. CROOKER. We have, as you know, Mr. Fascell, a Bureau of Enforcement, and Mr. Burstein, I am sure when we get into the various programs, will comment on this. There has been overticketing in the past.

Mr. FASCELL. There still is.

Mr. CROOKER. There still is. I believe possibly not quite as much since the airlines have gone to the standby fares because the airlines found that there would be a certain number of no-shows and they did not want to give up the profitability of running with a full load.

So, if experience taught that there would be 10 percent no-shows, they might overbook by 5 percent. And then the day everybody came, you would have the worst sort of situation where the passenger with a ticket would be unable to get on the plane. Our Bureau of Enforcement is very aggressive about these matters, and I am sure Mr. Burstein will comment on it during the last half of this committee hearing.

But I think in general the standby fares have helped reduce the instances of overbooking by lines because they still feel they may be able to fill up the space with standbys. So they are not tempted to overbook and play the averages on no-shows.

Mr. BROOKS. Mr. Fascell, we will discuss this with Mr. Burstein, but it is my understanding that he has two full-time investigators to handle all these problems. I am sure they work hard. If they check them all, they are working 24 hours a day. I hardly believe they are cutting it that thin.

Mr. FASCELL. I just wondered about it, Mr. Chairman. Since all ticketing is on machines now, it wouldn't seem to me to be a very big problem to check it thoroughly.

Some airlines are selling tickets and not reserving seats and also keeping standbys. If there are five or six oversold tickets in addition, you have one big, messy problem at an airport. I don't know whether overselling should be strictly a management decision. That is the reason I raise the question.

Mr. BROOKS. It might not be too difficult for the CAB to monitor the current ADP equipment on which they make all these reservations. They put it on machines now. It may very well be the CAB could monitor that or spot check it with adequate machinery to get a much clearer understanding and pinpoint where these problems are.

Mr. FASCELL. If they are responding to complaints, Mr. Chairman, of course, that is essential—but I am not sure that is the way to get at this thing because I am convinced that you will find problem areas in specific carriers.

Mr. CROOKER. Mr. Chairman, we understand what you suggest. It seems like an exceptionally worthwhile suggestion. We talked a moment ago about programing on computers. It would be interesting for our Bureau of Enforcement to know whether any trunkline's