

case by one of the biggest civil penalties, certainly in the Board's history if not in the case of other regulatory agencies. The amount was \$75,000.

In another case it was necessary for us to file a complaint for revocation against a big airfreight forwarder, because we found it was engaged in wholesale violations of the tariff regulations, particularly excessive charges to shippers.

Mr. BROOKS. The shipper was the Government, wasn't it?

Mr. BURSTEIN. In one case it was the Government, and the Government is now reviewing these shipments. I don't know what the status of their review is.

As I say, we try to be selective; we have to be selective. If we tried to do a complete enforcement job, we would probably need twice as many people.

Turning to the consumer area, we have a consumer complaint section that handles complaints from passengers and shippers. The rate of complaints has increased considerably.

In 1967 we had twice as many complaints as in 1966. It rose from 1,500 to 3,000. As a result of that, the Board instructed the Bureau of Enforcement to make a consumer survey, to go to all the airlines, see how they handle their complaints, see what the causes of the complaints are. We did this, and we hope as a result of it service will be improved and we will get fewer complaints. As a matter of fact, it appears now that the rate of increase will be less in 1968 and 1969 than it was in 1967.

Mr. BROOKS. Will you give us those figures compared to the volume of passenger traffic totals? You can do this for the record, if you will.

Mr. CROOKER. We will supply that, Mr. Chairman.

(The information furnished follows:)

The latest traffic statistics available are for the month of February 1968. Therefore, we have used the 12 months to the end of February as a basis for comparing consumer complaint receipts and revenue passenger enplanements.

Number of consumer complaints received:

March 1, 1967 to February 29, 1968, inclusive	3,696
March 1, 1966 to February 28, 1967, inclusive	2,254

Increase (64 percent)	1,442
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Revenue passenger enplanements for total certificated route air carriers:

March 1, 1967 to February 29, 1968, inclusive	145,865,000
March 1, 1966 to February 28, 1967, inclusive	120,816,000

Increase (20.7 percent)	25,049,000
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It should be noted that approximately 10 percent of the complaints received involved air taxi operators, supplemental air carriers, foreign air carriers, travel agents, or unauthorized operators rather than certificated route air carriers or pertained to carriage of cargo. The ratio of complaints to passengers enplaned increased from 1 to 536,000 for the year ended February 28, 1967, to 1 to 395,000 for the year ended February 29, 1968.

Mr. BURSTEIN. I might say, Mr. Chairman, that the complaints we get are just the peak of the iceberg, because the carriers themselves get many more complaints than we get. These are the highlights.

D. OTHER PROGRAMS

Mr. CROOKER. Mr. Chairman, we will submit for the record the requested program statement on support of air service through subsidy