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SAMUEL D. CHILCOTE, JR.
President

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November 11, 1985

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Project -

MEMORANDUM

TO: Members of the Executive Committee

FROM: Samuel D. Chilcote, Jr. *[Signature]*

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As reported previously, staff and consultants continue to work with contacts at the Department of Transportation, Air Transport Association and certain airlines to offset pressures to further restrict smoking on commercial aircraft.

They report two significant, recent results.

1. On April 1, a new airline consumer complaint system was implemented by DOT. Due to the design of the system, we anticipated a rise in smoking-related complaints. Therefore, we encouraged DOT to avoid comparisons with past data and to define "smoking" complaints so that smokers' dissatisfaction would be mixed with nonsmokers' complaints.

Our recommendations have been accepted although we continue to press for a more neutral definition of "smoking" complaints.

Our efforts should help keep "smoking" complaints in a proper context in the future. In the meantime, the first four months of reports show that smoking comprised just 3 percent of the total -- 10th on a list of 12.

2. For several months, staff at the National Academy of Sciences has been proposing on-board testing of air quality as part of the NAS study of aircraft cabin air quality for DOT. Originally, NAS attempted to work with a single airline to conduct the tests. At our urging, the Air Transport Association intervened and has arranged a test on 10 long-distance flights. We are aware of the testing procedures and, at this point, anticipate no problems with the results. Furthermore, we have been asked to work with ATA to interpret the findings.

To augment the above, we continue to build relations with key airline executives, reinforcing the marketing data that prompted Muse Air to overturn its smoking ban.

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We will continue to report on progress in this area as it occurs. Thank you for your support.

cc: Committee of Counsel
Communications Committee
State Activities Policy Committee
TI Senior Staff



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