

# Consumer Advocacy for the Future

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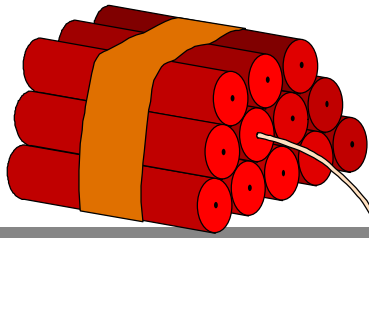
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# Moral

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- ◆ Change is not always good.
- ◆ Massive change can really confuse things.





## Dead or Alive?

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- ◆ Braniff - born 1931
- ◆ Eastern - born 1927
- ◆ Frontier - born 1950
- ◆ National - born 1934
- ◆ Pan Am - born 1925
- ◆ People Express - born 1980
- ◆ Piedmont - born 1931
- ◆ Value Jet - born 1993

# Lots of Death

## You Call this Living?

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- ◆ Braniff - **1931-1993**
- ◆ Eastern - **1927-1990**
- ◆ Frontier - **1950-1986**
- ◆ National - **1934-1998**
- ◆ Pan Am - **1925-1998**
- ◆ People Express - **1980-1986**
- ◆ Piedmont - **alive (US Airways)**
- ◆ Value Jet - **alive (AirTran)**

# Winners and Losers - 1

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- ◆ Within 5 years after deregulation of airlines, how many communities in the U.S. lost *all* of their commercial air service?
  - a. less than 25
  - b. 25-50
  - c. 50-100
  - d. more than 100
  
- ◆ Answer: d. About 116.

# Winners and Losers - 2

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- ◆ From 1990 to 1998, how much did the average airfare change in the U.S.?
  - a. decrease more than 25%
  - b. decrease 0-25%
  - c. increase 0-25%
  - d. increase more than 25%
  
- ◆ Answer: a. About 26% decrease

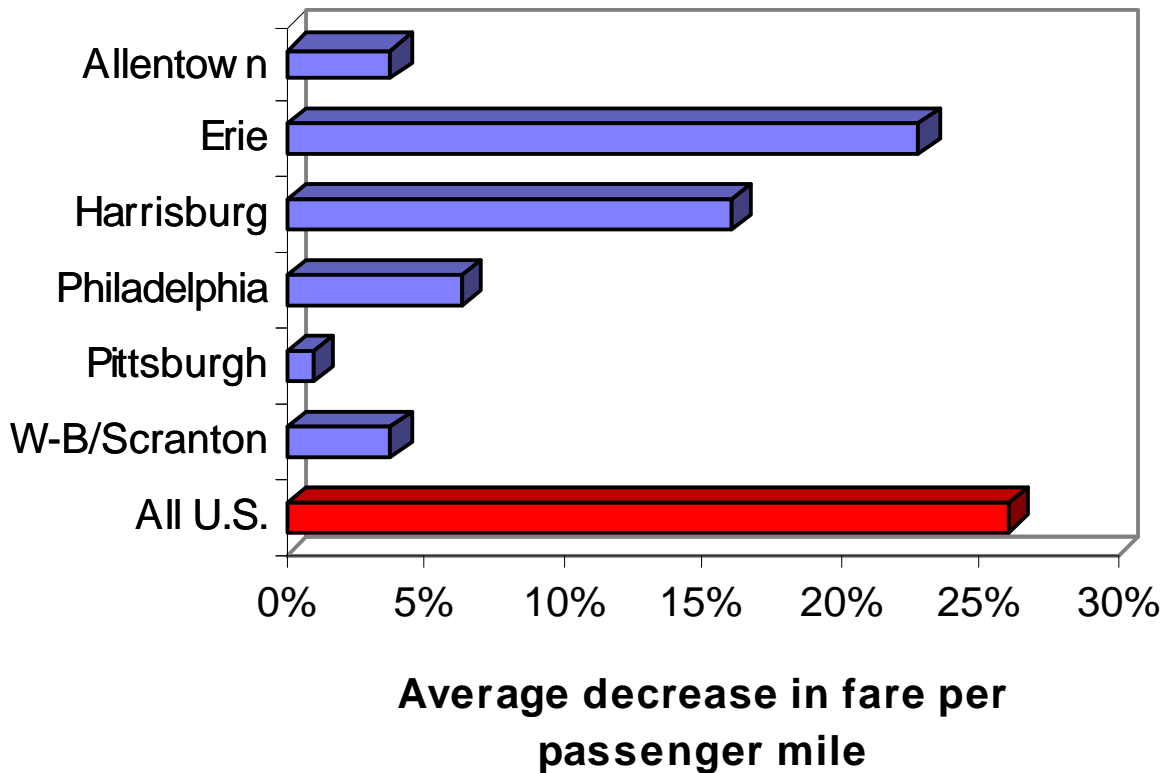
# Winners and Losers - 3

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- ◆ From 1990 to 1998, how much did the average airfare change from the Pittsburgh airport?
  - a. decrease more than 25%
  - b. decrease 0-25%
  - c. increase 0-25%
  - d. increase more than 25%
  
- ◆ Answer: b. About 1% decrease

# Average Change in Pa. Airfares 1990-1998

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# Winners and Losers - 4

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- ◆ From 1978 to 1998, what was the average increase in the number of airline seats available at medium-large airports in the U.S.?
  - a. 0-25%
  - b. 25-50%
  - c. 50-75%
  - d. more than 75%
  
- ◆ Answer: d. About 85% increase

# Winners and Losers - 5

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- ◆ Pennsylvania has 3 airports in this size category (Allentown, Harrisburg, Wilkes-Barre/Scranton). How many of them saw an increase of 85% or more in the number of available seats from 1978-1998?
  - a. 0
  - b. 1
  - c. 2
  - d. all 3
- ◆ Answer: b. Just Harrisburg

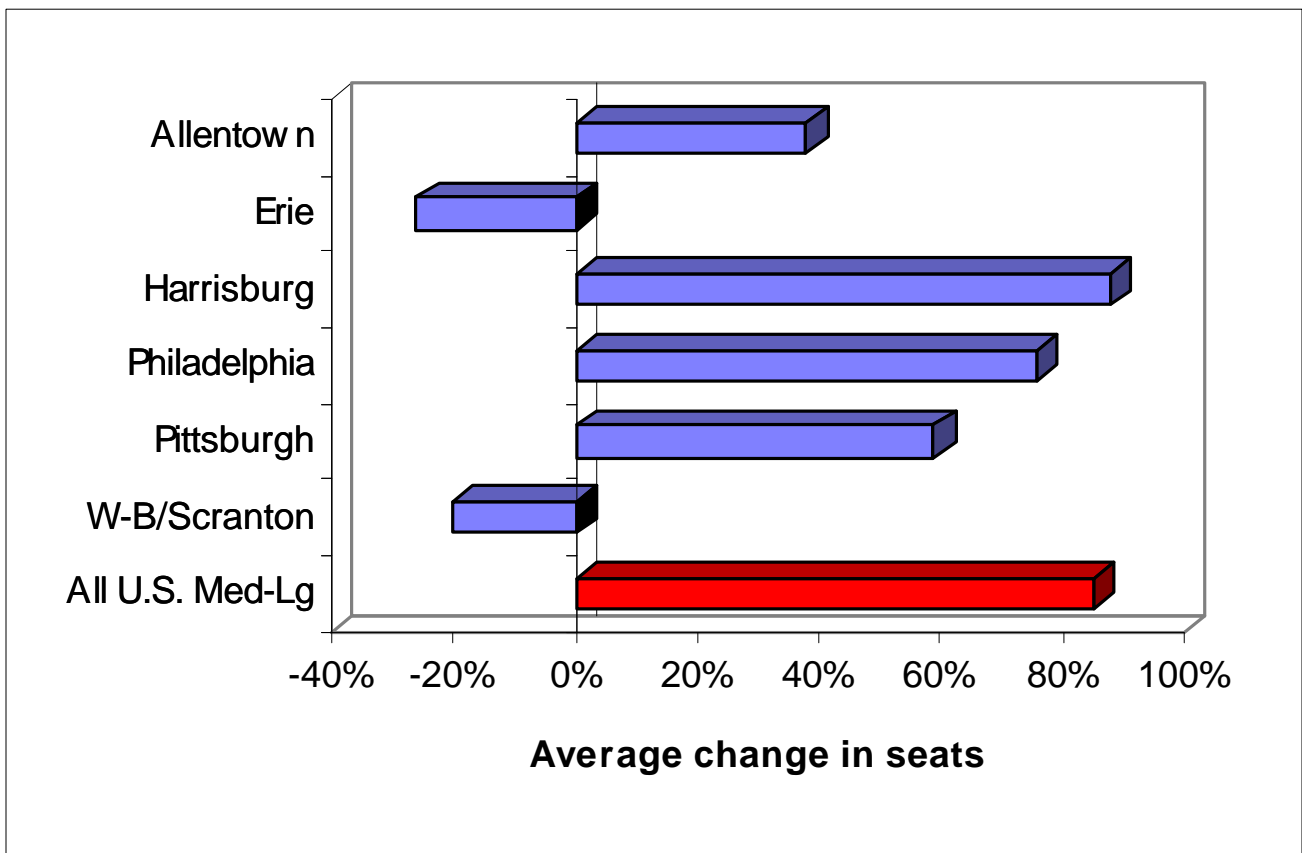
# Winners and Losers - 6

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- ◆ Was the 20% decline in available airline seats at Wilkes-Barre/Scranton airport the worst decline in Pennsylvania?
  - Yes
  - No
  
- ◆ Answer: No (Erie 26% decline)

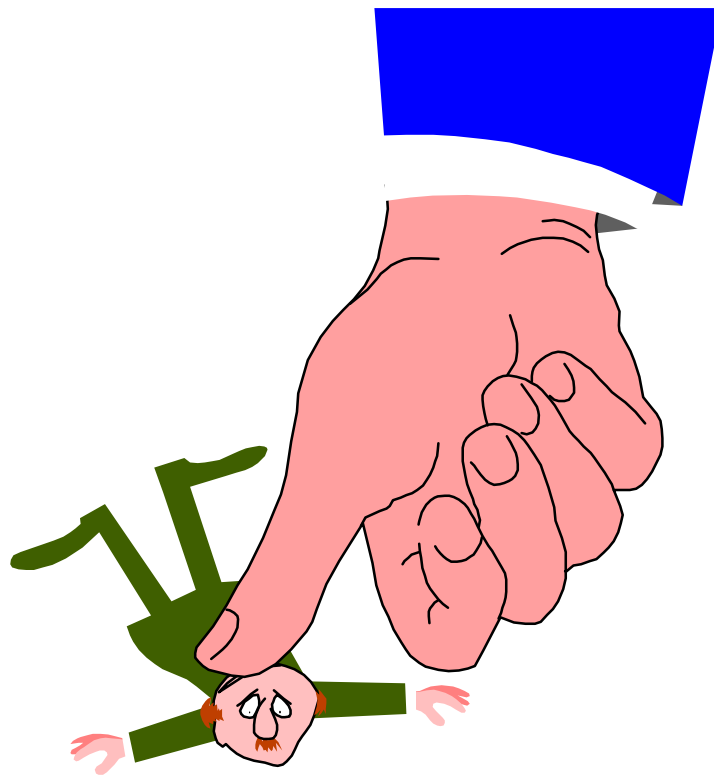
# Change in Pa. Airline Seats 1978-1998

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# Big Dogs Eat First

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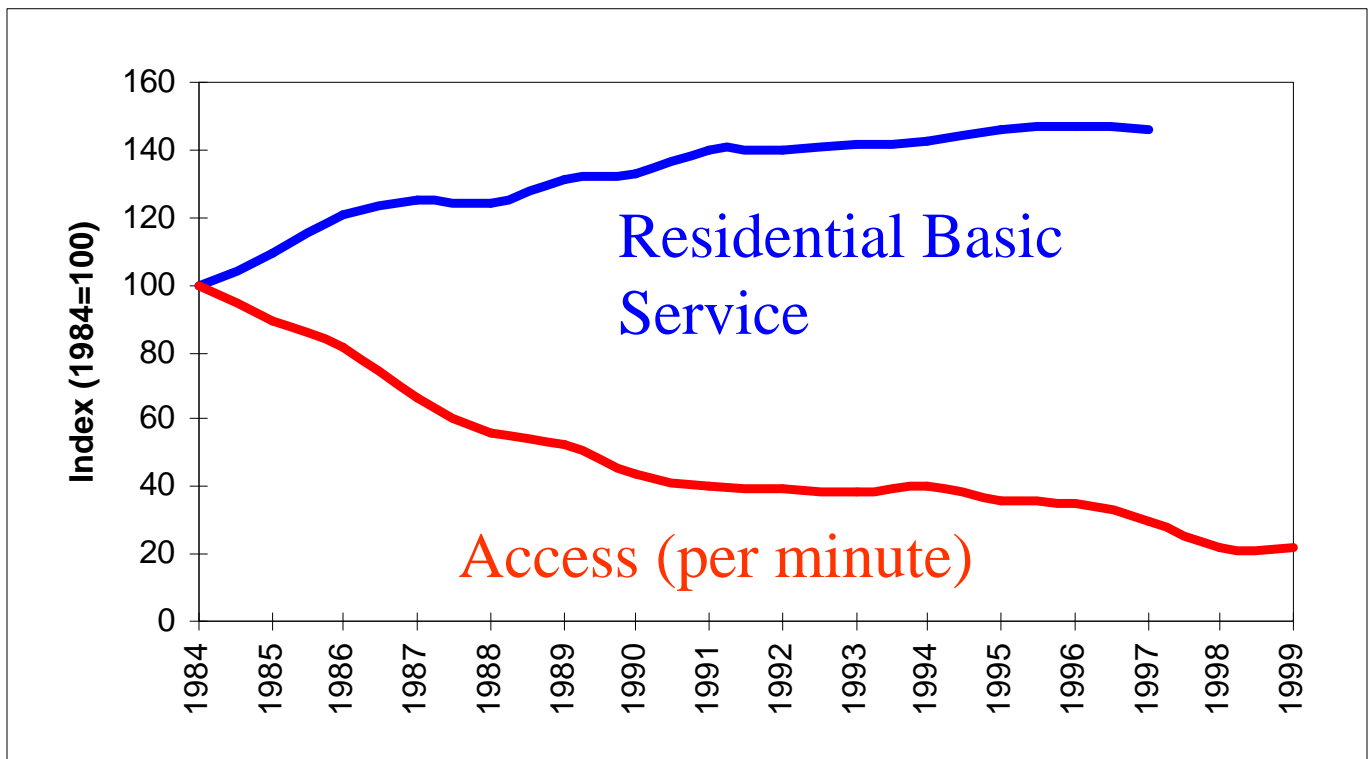
# Big Dogs Eat First

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- ◆ Who is the largest customer of Bell Atlantic?
- ◆ What has happened to that customer's rates since 1984?
- ◆ Since 1984, what has happened to the rates that residential consumers pay for local phone service?
- ◆ Since 1984, what has happened to the rates that residential consumers pay for all of their phone service (local and long distance)?

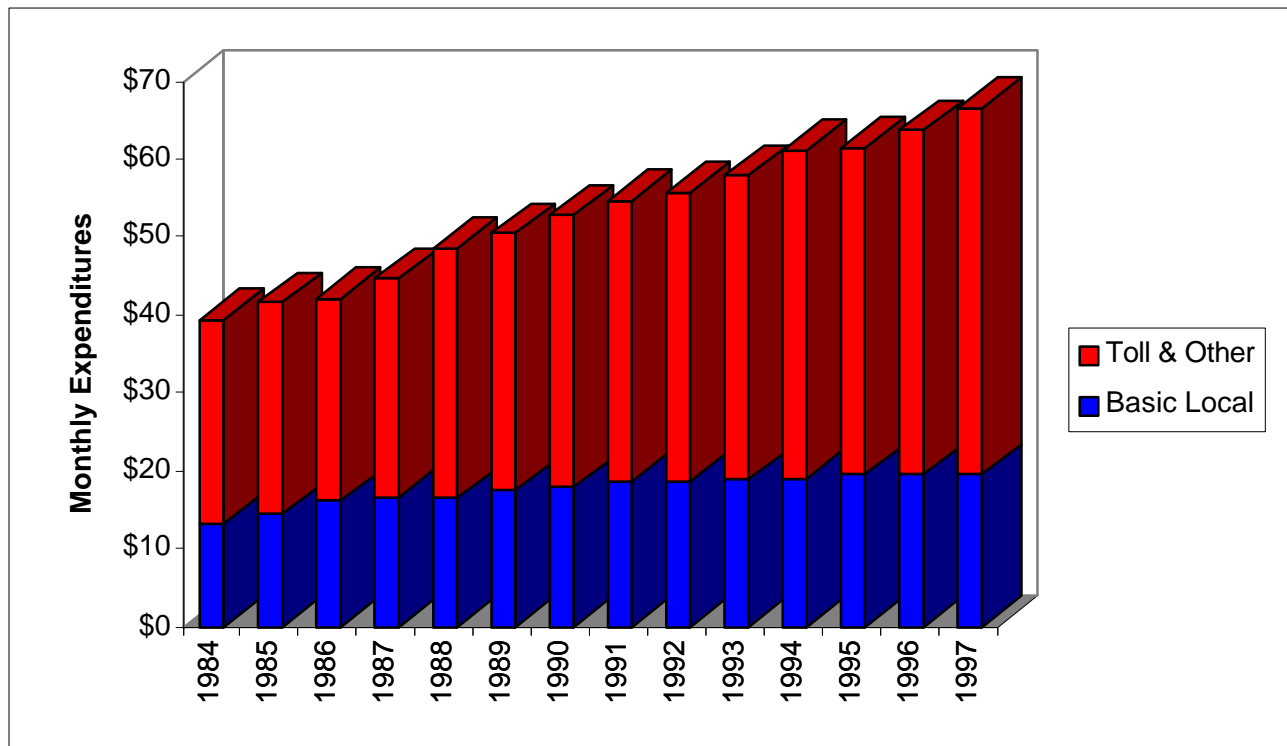
# Big Dogs Take Big Bites

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# Average Monthly Household Expenditures on Telephone Service 1984-1997

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# Consumer Advocacy for the Future

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- ◆ Fight convergence with convergence
- ◆ Consumer education
- ◆ Consumer protection
- ◆ Policy work