

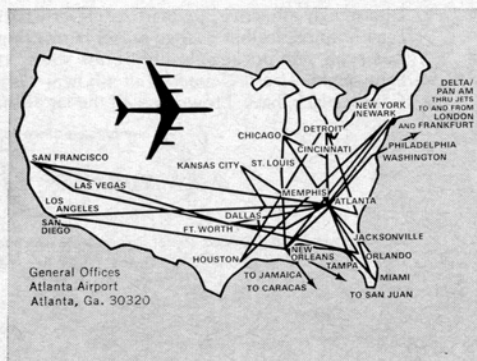
Every morning from 8:15 to 9:15 we read our fan mail...



all of it!

Each January 1, we resolve to complete a year without a complaint. But it's no snap to carry nearly 7,000,000 people a year with nary a slip. Fortunately the bouquets, which folks are less likely to write, outnumber the brickbats. Each letter gets a thorough investigation, a personal reply, sometimes a visit. Keeps us on our toes!

DELTA
Best thing that ever happened to air travel



4/23/66