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Abstract
Two articles describe the bankruptcy of Continental Airlines and the American Automobile Association's announced plan for refunds or replacement of tickets held with an airline that defaults.

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Deterioration of an airline described

When Continental Airlines employees give their perceptions of what happened to their company, they tell the story of a good air-line slipping away.

They start the story of deterioration with the day Continental Chairman Frank Lorenzo took control.

A pilot, a flight attendant and a ground crew employee -- all from El Paso and with a total of 43 years in the airline industry -- describe a company for which all was not well.

"The bottom line has got to be black," Bill Hastings of Pacific Southwest Airlines said.

"I don't think you should see me in that host by yourself," Delta Air Lines Vice President J.A. Cooper said. "There are other cities who have lost air service as well. Hopefully, we'll see a turnaround."

Delta does not fly into El Paso.

"It's a two or three years, if things continue," Dottie Sisney said.

Continental, which began its schedule in 1930, is the first serious airline defection El Paso has suffered due to deregulation.

But deregulation is not the only problem in El Paso, Mettler said. "It's not until we get enough passengers feeding into the Dallas-Fort Worth hub from El Paso that we might see a potential alternative."