

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

CAB 71-43
382-6031

IMMEDIATE
MARCH 9, 1971

In a new monthly publication of consumer data, the Civil Aeronautics Board today released by-carrier breakdowns of more than 1800 complaints received by its Office of Consumer Affairs during January and February.

CAB Chairman Secor D. Browne, who created the Consumer office, commented: "The monthly release of complaint tabulations will bring an awareness of the public's problems to the attention of the industry. These figures represent complaints directed to our Office of Consumer Affairs."

When the office was created, Browne said he envisioned it as "an ombudsman type function" and said, "It will ensure better handling of the thousands of communications the Board receives from air transportation users, and should contribute materially to improved service to the public."

The 1,803 complaints compares with 1,385 received in the first two months of 1970. About one-third of these complaints have already been processed and closed, Jack Yohe, director of the office, said.

January, with 1,103 complaints this year as compared with 814 in January, 1970, is normally a high volume month for the receipt of complaints as a result of increased travel during the holiday season. The figures for this

year represent a 35 per cent increase in the number of complaints over the previous year.

Significant increases occurred in two major areas with a 93 per cent increase in complaints about flight irregularities and a 15 per cent increase relating to reservations.

While the total number of complaints received in February were down from January, they were up 50 per cent over February, 1970.

The report will be issued monthly.

#

Attachments

CONSUMER COMPLAINT REPORT

For the Month of JANUARY - 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-Flight Service	Service in General	Discrim- ination	Cargo				Misc.	Total				Complaints per 100,000 Enplanements a/	
	cancl'd	delayed	oversale	other	loss	damage	delay							COB	Loss	damage	delay		Current month	Year to date	Previous month	Same month previous year		
AMERICAN	6	12	5	2	5	2	3	6	5	3	4	1	0	0	1	0	3	11	69	69	32	29	4.36	
ALLEGHENY	2	3	1	3	0	0	0	5	0	1	1	0	0	0	0	0	0	3	19	19	26	14	4.57	
ALASKA	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4	3	3.70	
BRANIFF	4	9	4	5	3	1	1	3	4	2	0	0	1	0	0	0	1	3	41	41	12	42	8.13	
CARIBAIR	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	5	5	9	9	12.50	
CONTINENTAL	1	4	2	2	1	0	1	2	2	0	0	0	0	0	1	0	0	0	16	16	8	8	4.06	
DELTA	3	4	4	1	3	0	0	3	1	1	3	1	0	0	0	0	0	3	27	27	21	20	2.09	
EASTERN	15	30	13	10	7	5	9	10	5	7	6	0	1	1	1	0	1	15	136	136	42	83	8.44	
FRONTIER	5	5	4	2	2	0	1	0	2	0	1	0	0	0	0	0	0	0	22	22	11	24	13.82	
HAWAIIAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	4	0	.87	
MOHAWK	4	0	0	0	0	1	0	2	1	0	0	0	0	0	0	0	0	2	10b	10	8	31	5.05	
NATIONAL	4	2	7	0	2	1	2	1	1	0	2	0	0	0	1	0	0	7	30	30	12	35	6.21	
NORTH CENTRAL	5	4	2	3	2	1	0	1	2	2	0	2	0	0	0	0	0	2	26	26	18	5	10.31	
NORTHEAST	5	3	2	2	0	0	1	4	2	1	0	0	0	0	0	0	0	3	23	23	7	28	11.50	
NORTHWEST	3	1	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2	9	9	5	22	1.65	
OZARK	4	5	1	2	0	0	1	1	2	1	0	1	0	0	0	0	0	2	20	20	22	31	10.20	
PAN AMERICAN	6	11	9	7	0	3	1	8	3	4	2	0	1	0	1	0	2	10	68	68	18	26	9.60	
PIEDMONT	2	4	1	0	0	0	0	4	0	0	0	0	0	0	0	0	0	2	13	13	4	4	6.50	
AIR WEST	3	7	3	1	1	2	0	3	0	0	0	0	0	0	0	0	0	4	24	24	3	16	9.84	
SOUTHERN	2	0	3	2	1	0	0	1	0	0	0	0	0	0	0	0	0	2	11	11	3	9	10.38	
TRANS. CARIB.	0	3	1	0	1	0	0	1	1	0	1	0	0	0	0	0	0	4	12	12	5	62	22.64	
ALOHA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	
TEXAS INT'L	3	1	1	0	0	1	0	1	1	1	0	0	0	0	0	0	1	0	10	10	6	19	5.99	
TRANS WORLD	7	18	21	3	4	6	3	15	10	5	3	2	1	2	0	1	0	22	123	123	25	33	12.87	
UNITED	5	24	15	2	1	2	4	9	7	1	0	1	0	0	2	1	1	9	84	84	29	59	3.74	
WESTERN	0	4	3	2	1	1	0	3	2	1	1	1	1	0	0	0	0	3	23	23	11	21	4.73	
WEIN CONSOL.	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	2	2	5	11.76	
FOREIGN	10	16	21	1	5	4	1	11	4	0	0	3	0	2	1	0	0	18	97	97	45	52		
SUPPLEMENTAL	0	12	1	0	4	1	2	1	1	0	0	0	0	1	0	1	0	4	28	28	34	30		
AIR TAXI	5	4	6	1	2	0	0	4	0	2	0	0	0	0	0	0	0	3	27	27	12	19		
FREIGHT PWDR	0	0	0	0	0	0	0	3	0	0	0	0	0	4	9	3	3	3	25	25	15	36		
AGENT & GROUP	5	6	1	3	0	2	0	6	0	1	0	0	0	0	0	1	0	40	65	65	41	13		
OTHER	2	1	6	0	2	0	3	3	0	1	0	0	1	0	2	3	3	9	36	36	17	26		
TOTAL	Current month	111	194	138	56	48	34	34	111	58	34	24	12	6	10	20	10	15	188	1103				
	Year to date	111	194	138	56	48	34	34	111	58	34	24	12	6	10	20	10	15	188	1103				
	Previous month	38	53	36	27	30	8	13	71	40	19	4	15	10	7	20	7	9	104		511			
	Same month previous year	74	80	129	42	28	13	43	99	63	31	22	40	9	4	17	13	11	96			814		

a/ Enplanement figures taken from Air Carrier Traffic Statistics for January 1970. b/ On strike.
c/ Represents 696 letters.

Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER COMPLAINT REPORT

For the Month of FEBRUARY - 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-Flight Service	Service in General	Discrimination ^d	Cargo				Misc.	Totals				Complaints per 100,000 Enplanements ^{a/}	
	cancelled	delayed	oversale	other	loss	damage	delay							COB	Loss	damage	delay		Current month	Year to date	Previous month	Same month previous year		
AMERICAN	3	12	2	4	2	2	2	6	2	1	5	0	0	0	2	0	1	6	50	119	69	25	3.73	
ALLEGHENY	6	0	1	2	1	3	1	2	2	1	0	1	0	0	0	0	0	0	20	39	19	16	4.96	
ALASKA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4	0.00	
BRANIFF	1	9	1	0	3	2	0	4	2	0	0	0	0	0	1	2	0	4	29	70	41	39	6.59	
CARIBAIR	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3	8	5	9	7.14	
CONTINENTAL	0	2	1	2	2	1	0	1	0	0	0	0	0	0	0	0	0	1	10	26	16	4	3.02	
DELTA	4	2	1	1	5	0	0	4	2	2	0	0	1	0	0	0	0	1	23	50	27	19	1.87	
EASTERN	5	18	9	10	12	4	1	8	4	3	6	1	0	1	2	0	1	10	95	231	136	60	5.74	
FRONTIER	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	1	6	28	22	19	3.03	
HAWAIIAN	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	4	5	1	1	3.48	
HAWK	3	1	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	7	17	10	22	3.57	
NATIONAL	2	2	3	3	0	0	2	1	0	0	2	0	1	0	0	0	0	3	19	49	30	7	4.75	
NORTH CENTRAL	0	2	1	1	0	1	1	1	0	0	0	0	0	0	0	1	0	1	9	35	26	15	3.96	
NORTHEAST	1	1	5	2	2	0	0	6	0	0	0	0	1	0	0	0	0	3	21	44	23	22	9.68	
NORTHWEST	4	5	1	1	0	0	0	5	0	0	1	1	0	0	0	0	0	3	21	30	9	10	4.44	
OZARK	1	1	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1	8	28	20	13	4.60	
PAN AMERICAN	2	4	5	5	4	0	1	4	1	1	3	0	1	0	3	0	0	8	42	110	68	23	6.67	
PIEDMONT	5	1	1	0	1	0	0	0	1	1	1	0	0	0	0	0	0	0	11	24	13	8	5.82	
AIR WEST	2	0	2	0	0	0	0	3	0	0	0	0	0	0	0	0	1	1	9	33	24	9	4.03	
SOUTHERN	2	1	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	3	11	22	11	0	10.48	
TRANS. CARIB.	0	2	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2	6	18	12	30	13.95	
ALOHA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.00	
TEXAS INT'L	0	2	0	0	0	0	0	2	1	0	0	0	0	0	1	0	0	1	7	17	10	5	4.43	
TRANS WORLD	3	8	3	3	7	4	1	7	3	2	6	0	0	0	0	1	0	11	59	182	123	27	7.21	
UNITED	7	9	3	3	2	3	1	7	1	1	3	1	0	0	2	0	0	5	48	132	84	50	2.45	
WESTERN	1	3	1	0	1	0	1	2	0	0	1	0	0	0	0	0	0	3	13	36	23	7	3.02	
WEIN CONSOL.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	4	2	1	11.76	
FOREIGN	2	4	10	7	15	2	2	6	0	0	2	0	1	0	3	0	1	10	65	162	97	38		
SUPPLEMENTAL	0	3	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	2	9	37	28	26		
AIR TAXI	3	0	1	3	2	0	1	0	0	0	0	0	1	0	1	0	0	1	13	40	27	17		
FREIGHT FWDR	0	0	0	0	0	0	0	0	0	0	0	0	0	4	14	5	4	2	29	54	25	25		
AGENT & GROUP	3	4	3	0	0	0	0	1	1	1	0	0	0	0	0	0	0	10	23	88	65	12		
OTHER	0	1	4	1	1	1	2	1	0	0	1	0	0	1	4	2	2	7	28	64	36	7		
TOTAL	Current month	62	99	61	51	69	26	17	76	21	13	31	4	7	6	33	12	10	102	700				
	Year to date	173	293	199	107	117	60	51	187	79	47	55	16	13	16	53	22	25	290	1803				
	Previous month	111	194	138	56	48	34	34	111	58	34	24	12	6	10	20	10	15	188		1103			
	Same month previous year	49	62	49	22	28	12	16	103	52	30	20	29	8	2	26	7	5	51				571	

a/ Enplanement figures used were taken from Air Carrier Traffic Statistics for January 1970.
b/ On strike. c/ Represents 476 letters. d/ No racial discrimination complaints this month.