

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

CAB 71-65
382-6031

IMMEDIATE
APRIL 7, 1971

The Civil Aeronautics Board today released the March report of complaints to the Office of Consumer Affairs concerning airline service, showing a total of 706 complaints received for a year to date figure of 2,509.

The report represents an increase of six complaints over February and 101 more than March 1970. Complaints directed to the Board on a per 100,000 enplanements basis reflected a decrease from February on the part of 18 carriers, an increase on the part of 8 carriers and no change for one carrier.

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(OVER)

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

For the Month of MARCH - 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Incls.	In-Flight Service	Service in General	Discrim- ination f/	Cargo				Misc.	Total				Complaints per 100,000 Explanations #/	
	cancel	delayed	overstay	other	loss	damage	delay							COO	Loss	damage	delay		Current month	Year to date	Previous month	Same month previous year		
AMERICAN	8	7	0	3	3	1	1	2	0	0	1	0	1	0	1	0	2	2	32	151	50	19	2.12	
ALLEGHENY	1	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	1	0	7	46	20	13	1.46	
ALASKA	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	4	5	0	2	13.79		
ANNETT	2	3	5	3	3	1	0	4	0	0	1	0	0	0	4	1	0	4	31	101	29	33	5.98	
CAROLAN	0	1	2	0	1	1	1	1	0	0	1	0	0	0	0	0	0	3	11	19	3	10	26.19	
CONTINENTAL	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	2	5	31	10	3	1.23	
DELTA	2	2	2	2	0	0	0	3	1	0	0	0	0	0	0	2	0	5	19	69	23	21	1.34	
EASTERN	5	18	8	8	9	4	3	3	5	3	8	0	1	0	0	1	1	8	85	316	95	67	4.42	
FRONTIER	0	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	4	32	6	11	1.71	
HAWAIIAN	0	1	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	4	9	4	0	2.61	
HEMMER	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	26	19	7	26	.87	
NATIONAL	2	4	4	1	0	2	1	3	2	0	1	0	0	0	0	0	0	2	22	71	19	9	4.75c	
NORTH CENTRAL	1	3	0	0	1	1	1	4	1	0	1	0	0	0	0	0	0	3	16	51	9	18	6.12	
NORTHEAST	1	5	2	1	0	0	0	1	2	1	1	0	0	0	0	0	0	4	18	62	21	20	7.59	
NORTHWEST	0	2	1	0	1	0	0	2	0	1	0	0	0	0	0	0	0	3	10	40	21	23	1.72	
REAR	3	3	0	1	0	1	0	4	1	2	0	0	0	0	1	0	1	17	45	8	13	8.81		
PAN AMERICAN	2	8	5	4	1	4	2	8	4	1	4	0	0	0	2	0	2	9	56	166	42	24	7.28	
PIEDMONT	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	25	11	7		.45	
AIR WEST	0	1	3	1	1	0	0	2	0	0	0	0	0	0	0	0	1	9	42	9	5		3.54	
SOUTHWEST	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	4	26	11	3		3.01	
TEXAS CANAL d	0	3	0	0	1	3	0	1	0	0	0	0	0	0	1	0	1	10	28	6	46		23.26	
ALOMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0		1.16	
TEXAS INT'L	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	20	7	11		1.60	
TRANS WORLD	3	6	4	3	7	0	1	9	0	0	2	1	0	0	2	0	5	43	225	59	22		4.56	
UNITED	5	9	2	1	2	0	1	7	1	0	2	0	2	0	1	1	4	38	170	48	34		1.62	
WESTERN	0	2	3	2	0	0	0	3	3	0	1	0	0	0	1	0	3	18	54	13	16		3.53	
WREN CONSOL.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	1		0.00	
FOREIGN	2	9	15	5	3	2	0	9	3	1	0	0	0	1	0	0	24	74	236	65	43			
SUPPLEMENTAL	1	4	1	2	5	1	0	0	0	0	1	0	0	0	2	0	4	21	58	9	19			
AIR TAC	1	0	1	2	2	0	0	2	0	0	0	0	0	0	0	0	2	10	50	13	15			
FRONTIER FARE	0	0	0	0	0	0	0	4	0	0	0	0	0	4	18	4	5	6	41	95	29	31		
AGENT & GROUP	6	4	5	2	1	1	1	6	0	1	3	0	1	0	0	0	28	59	147	23	15			
OTHER	3	2	1	0	1	0	0	5	2	0	1	0	1	1	5	1	3	31	95	28	25			
TOTAL	Current month	49	100	66	45	48	23	15	89	25	10	28	1	6	6	37	11	18	129	706e				
	Year to date	222	393	265	152	165	83	66	276	104	57	83	17	19	22	90	33	43	419	2509				
	Previous month	62	99	61	51	69	26	17	76	21	13	31	4	7	6	33	12	10	102		700			
	Same month previous year	54	42	8	73	24	34	19	18	91	40	22	28	4	65	10	29	8	65			605		

a/ Employment figures taken from Air Carrier Traffic Statistics for March 1970. b/ On strike. c/ On strike in March 1970; used 1969 figures. d/ Merged with American March 8, 1971. e/ Represents 482 letters. f/ No racial discrimination complaints this month.