

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

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IMMEDIATE
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Complaints from airline passengers directed to the Office of Consumer Affairs of the Civil Aeronautics Board continued to mount in April according to the latest monthly consumer complaint report released today.

The office received 671 complaints during the month compared with 546 in April, 1970, for a total thus far this year of 3,180.

Leading the list of complaints were those concerning delayed flights 83 with lost baggage close behind at 61. The complaints were included in 457 letters sent to the office. Eastern Airlines was the object of the highest number of complaints with 71 while Continental was the object of the fewest of the trunklines and Pan Am with 8.

Aloha Airlines, an intra-Hawaii carrier, had the lowest number of complaints per 100,000 enplanements at 0.00, and Caribair the highest with 17.14 per 100,000 enplanements. Of the domestic trunklines and Pan American, Delta had the lowest per 100,000 enplanements at 1.71 and Pan American the highest at 6.55 per 100,000 enplanements.

MORE

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Copies of the report are available from the Publications
Section, Civil Aeronautics Board, 1825 Connecticut Avenue, N.W.,
Washington, D.C. Inquiries should be addressed to the Office of
Consumer Affairs, Room 1018, CAB, 1825 Connecticut Avenue, N.W.,
Washington, D.C., 20428

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

For the Month of **APRIL - 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/
	cancelled	delayed	oversale	other	loss	damage	delay							COO	Loss	damage	delay		Current month	Year to date	Previous month	Same month previous year	
AMERICAN b	2	9	3	5	6	1	1	6	1	0	5	0	1	1	1	1	1	7	51	230	42	51	3.47
ALLEGHENY	1	3	0	2	2	0	0	5	1	2	0	2	0	0	0	0	0	1	19	65	7	5	3.70
ALASKA	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	8	4	1	10.34
BRANIFF	0	6	0	2	1	1	0	1	0	0	0	0	0	0	1	0	0	2	14	115	31	38	2.71
CARIBAIR	0	1	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	1	6	25	11	2	17.14
CONTINENTAL	1	1	1	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	8	39	5	2	2.17
DELTA	0	5	2	2	1	0	0	4	0	0	0	1	0	0	1	2	1	4	23	92	19	21	1.71
EASTERN	4	8	5	6	14	2	2	7	5	1	7	0	0	0	0	1	1	8	71	387	85	65	3.58
FRONTIER	1	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	1	5	37	4	4	2.36
HAWAIIAN	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	3	12	4	5	2.56
MONARK c	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	21	2	12	.88c
NATIONAL d	2	1	0	2	2	0	0	3	1	1	2	0	0	0	0	0	0	2	16	87	22	4	3.28d
NORTH CENTRAL	4	3	2	1	0	0	1	4	0	0	0	0	1	0	1	0	0	2	19	70	16	6	7.20
NORTHEAST	1	3	2	2	1	0	0	3	0	0	0	0	0	0	1	0	0	2	15	77	18	17	6.41
NORTHWEST	2	3	1	5	0	1	1	3	0	0	0	0	2	0	0	0	1	1	20	60	10	22	3.26
OZ/ RN	2	0	0	2	0	0	1	4	1	1	0	0	0	0	0	0	1	0	12	57	17	12	9.09
PAN AMERICAN	1	8	5	7	1	3	3	3	8	2	1	1	0	0	0	0	0	11	54	220	56	24	6.55
PILGRIM	2	1	1	2	0	0	0	1	1	0	0	0	0	0	1	0	0	0	9	34	1	3	4.00
AIR WEST	1	1	1	0	1	1	0	2	0	0	0	0	0	0	0	0	0	2	9	51	9	8	3.83
SOUTHERN	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	4	30	4	0	2.94
TRANS. CARIB. b																							
ALOMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3	0.00
TEXAS INT'L	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	4	24	3	16	2.21
TRANS WORLD	2	3	4	6	3	1	3	11	3	1	3	1	0	0	0	0	1	13	55	280	43	20	5.52
UNITED	2	4	5	3	6	0	2	5	1	2	3	0	1	0	0	0	1	6	41	211	38	41	2.05
WESTERN	1	0	1	1	2	0	1	2	0	0	1	1	0	0	0	0	0	1	11	65	18	18	2.40
WIEN CONSOL.	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	5	0	0	4.76
FOREIGN	3	4	14	3	11	0	1	4	2	1	1	0	0	0	2	0	0	7	53	289	74	45	
SUPPLEMENTAL	0	10	3	0	1	2	0	1	0	0	1	0	0	0	1	0	0	8	27	85	21	19	
AIR TAXI	1	3	0	5	5	1	1	2	0	0	0	0	0	0	0	0	0	1	19	69	10	23	
FREIGHT FWD	0	0	0	0	0	0	0	7	0	0	0	0	0	11	6	2	0	8	34	129	41	38	
ACFT & GROUP	4	4	2	1	1	0	0	6	0	0	1	0	0	1	0	1	0	19	40	187	59	8	
OTHER	0	0	0	1	0	0	1	0	1	0	1	0	0	1	6	2	2	8	23	118	31	13	
TOTAL	Current month	38	83	54	61	61	16	90	25	11	27	7	5	15	22	9	10	118	671				
	Year to date	260	476	319	213	226	99	366	129	68	110	24	24	37	112	42	53	537	3180				
	Previous month	49	100	66	45	48	23	89	25	10	28	1	6	6	3	11	18	129			706		
	Same month previous year	43	71	50	28	29	14	72	42	34	26	20	7	8	2	7	6	51				546	

a/ Enplanement figures taken from Air Carrier Traffic Statistics for April 1970. b/ Merger March 8, 1971. c/ On strike until April 11. d/ On strike in April 1970; used 1969 figures. e/ Represents 457 letters. f/ No racial discrimination complaints.

