

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
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Airline passenger and shipper complaints to the Civil Aeronautics Board, Office of Consumer Affairs were fewer in May than in April, which included the Easter holiday weekend, but substantially up from May a year ago.

Most airlines showed a marked reduction from April in the number of complaints, the report released today shows. The average number of complaints per 100,000 enplanements was 2.9 for domestic trunklines and Pan American as a group.

The carriers above that average rate were Northeast, 10.78; Braniff, 5.84; Trans World, 4.03; Eastern, 3.93; Pan American, 3.82, and National, 3.36. Below the Average (fewer complaints per 100,000 enplanements) were Northwest, 2.53; Continental, 2.26; American, 1.76; United, 1.65; Delta, 1.64, and Western, 1.02.

Among the local service carriers, five airlines exceeded the average rate of 2.28 complaints per 100,000 enplanements --- Texas International, 3.55; Frontier, 2.73; Mohawk, 2.71; Allegheny, 2.47, and Air West, 2.31. The four carriers with complaint rates below the average were North Central, 2.22; Piedmont Aviation, 2.04; Southern Airways, 1.36,

and Ozark, 0.51.

The 576 complaints received by the Office in 393 letters last month compares with 416 complaints in 281 letters from May 1970. Last month's complaints were 95 fewer than the 671 received in April.

The 22 complaints about flight cancellations were down from both April (38) and May a year ago (31). Similarly, the comments on personnel attitude, in-flight information and the remittance of C. O. D. money were down from the month-ago and year-ago figures.

Complaints on oversales, baggage lost, fares, rates and refunds all rose considerably from May 1970.

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CAB 71-102

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT

For the Month of MAY - 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Allitude	Flight Info.	In-Flight Service	Service in General	Rate Discrimination	Racial Discrimination	Cargo				Misc.	Total				Complaints per 100,000 Enplanements a/
	cancelled	delayed	oversale	other	lost	damage	delay								COO	Loss	damage	delay		Current month	Year to date	Previous month	Same month previous year	
AMERICAN b	2	3	3	2	6	2	0	3	0	0	2	0	0	0	0	0	0	0	6	29	259	51	36	1.76
ALLEGHENY	2	1	2	0	1	0	0	0	0	0	3	1	0	0	0	0	0	3	13	78	19	14	2.47	
ALASKA	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	9	3	2	2.56	
BRANIFF	1	11	2	2	1	0	0	1	2	0	3	1	0	0	0	1	1	4	31	146	14	35	5.84	
CARIBAIR	1	1	0	0	2	0	1	3	0	0	0	0	0	0	0	0	0	0	8	33	6	6	23.53	
CONTINENTAL	1	2	0	1	1	0	0	0	0	1	0	0	0	0	0	1	0	2	9	48	8	3	2.26	
DELTA	0	7	1	3	0	0	0	2	1	0	2	0	0	1	0	1	0	5	23	115	23	19	1.64	
EASTERN	1	10	5	6	4	2	6	12	4	3	6	1	0	0	0	2	0	15	77	464	71	41	3.93	
FRONTIER	2	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	6	43	5	4	2.73	
HAWAIIAN	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	13	3	1	.77	
HOHAWK e	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	6	27	2	11	2.71	
NATIONAL d	0	1	2	2	1	0	1	4	2	0	0	0	0	0	0	0	0	2	15	102	16	1	3.36	
NORTH CENTRAL	0	0	1	1	0	0	0	1	1	0	1	0	0	0	0	0	0	1	6	76	19	3	2.22	
NORTHEAST	2	2	5	3	0	2	1	2	1	1	1	1	0	0	0	1	0	22	99	15	16	10.78		
NORTHWEST	0	2	2	1	2	0	1	3	0	0	2	1	0	0	0	0	0	2	16	74	18f	9	2.53	
OZARK	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	60	14f	12	.51	
PAN AMERICAN	3	1	5	3	2	0	2	5	1	0	1	0	0	0	1	4	0	6	34	254	54	30	3.82	
PIEDMONT	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	39	9	4	2.04	
AIR WEST	0	0	2	0	1	1	0	1	0	0	0	0	0	0	0	0	0	1	6	57	9	0	2.31	
SOUTHERN	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2	32	4	3	1.36	
ALOMA	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1.32	
TEXAS INT'L	2	1	0	1	0	0	0	2	0	0	0	0	0	0	1	0	0	0	7	31	4	4	3.55	
TRANS WORLD	0	7	3	1	8	1	2	12	0	1	2	0	0	0	0	0	0	11	48	328	55	34	4.03	
UNITED	0	1	6	3	2	1	0	14	1	0	0	0	0	0	1	0	7	36	247	41	23	1.65		
WESTERN	0	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	1	5	70	11	3	1.02	
WIEN CONSOL.	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	6	1	1	4.17	
FOREIGN	1	6	12	8	8	0	1	12	2	0	0	0	0	0	1	0	7	58	347	53	28			
SUPPLEMENTAL	0	3	0	0	7	3	0	1	0	0	0	0	0	0	0	0	0	13	27	112	27	7		
AIR TAXI	0	1	3	2	2	0	2	1	0	0	0	0	0	0	0	0	0	1	12	81	19	12		
FREIGHT FWRD	0	0	0	0	0	0	0	6	0	0	0	0	0	0	3	11	1	2	23	152	34	44		
AGENT & GROUP	0	1	3	0	2	2	0	9	0	0	0	0	0	0	0	0	0	13	30	217	40	9		
OTHER	1	1	1	0	0	0	0	0	0	0	3	0	0	0	0	3	1	6	17	135	23	1		
TOTAL	Current month	22	65	60	41	54	14	17	99	17	7	26	5	0	1	4	25	6	2	111	576e			
	Year to date	282	541	379	254	280	113	102	465	146	75	136	29	24	1	41	137	48	55	648		3756		
	Previous month	38	83	54	61	61	16	19	90	25	11	27	7	5	0	15	22	9	10	118			671	
	Same month previous year	31	61	34	6	16	11	12	54	32	18	29	13	5	0	13	19	6	16	40				416

a/ Enplanement figures taken from Air Carrier Traffic Statistics for May 1970. b/ Merged with Trans Caribbean on March 8, 1971. c/ Full operation, after strike, began May 9, 1971. d/ On strike until May 27, 1970; used enplanement figures from May 1969. e/ Represents 393 letters received by the Board. f/ Reflects change due to error in April report.

