

# CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

**FOR RELEASE:**

(202) 382-6031

IMMEDIATE  
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The Civil Aeronautics Board's Office of Consumer Affairs in 1971, its first full year of operation, handled 8,211 complaints, an 18 per cent increase over the 6,957 complaints registered with CAB in 1970. The Office was created in December, 1970.

As in 1970, the chief concern of passengers in 1971 continued to be problems arising out of flight delays (1,005) and out of fares, rates and refunds (1,212).

Complaints concerning personnel attitudes declined from 439 in 1970 to 349 last year.

On a month-to-month basis, the Office's report for December, 1971, shows a drop in the total number of complaints to 645, from 721 in November, although the December total was an increase of 134 over the 511 complaints received in December, 1970.

Complaints against foreign air carriers increased from 614 in 1970 to 812 in 1971. There also was a significant increase in the number of complaints against travel agents and organizations last year (645) as compared with 1970 (374).

MORE

The 410 complaints against U. S. supplemental air carriers in 1971 was an increase of 158 over the 252 received in 1970. Air taxi complaints totaled 217 in 1971, or 40 more than the 177 of 1970.

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ATTACHMENT

CAB 72-6

Civil Aeronautics Board  
Washington, D.C. 20428  
CONSUMER REPORT <sup>a/</sup>

For the Month of December 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In Flight Service	Service in General	Rate Discrimination	Racial Discrimination	Cargo				Misc.	Total				Reports per 100,000 Enplanements <sup>b/</sup>			
	Cancelled	Delayed	Overseas	Other	Lost	Damage	Delay								COB	Lost	Damage	Delay		Current month	Year to date	Previous month	Same month previous year		Previous year thru same month		
AMERICAN	6	6	10	6	0	3	0	5	3	1	2	0	0	0	1	0	0	0	11	56	562	50	37	563	3.44		
BRANIFF	2	7	1	0	0	0	0	3	1	2	1	1	0	0	0	0	1	0	4	23	295	22	12	350	4.67		
CONTINENTAL	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	91	8	8	60	.66			
DELTA	1	1	0	2	0	0	0	2	0	0	2	1	0	0	2	1	0	1	2	15	220	29	21	220	1.09		
EASTERN	2	11	1	4	4	1	1	11	4	1	0	1	0	0	1	5	1	2	10	60	736	45	42	587	3.43		
NATIONAL	2	3	4	3	1	1	2	5	1	1	0	0	0	0	0	0	0	0	3	26	188	19	12	104	6.15		
NORTHEAST	0	0	1	0	0	0	0	5	0	0	0	0	0	0	1	0	0	0	1	8	176	9	7	173	3.64		
NORTHWEST	1	2	4	3	0	0	2	3	2	0	1	1	0	0	2	0	0	0	4	25	176	13	5	172	4.46		
TRANS WORLD	5	9	6	5	1	1	0	15	1	1	3	0	0	0	0	0	1	1	12	61	835	103	25	442	5.07		
UNITED	1	0	6	1	1	0	0	4	3	0	1	1	0	0	0	1	0	1	12	32	452	31	29	468	1.52		
WESTERN	1	2	0	2	0	0	0	2	0	2	0	2	0	0	0	0	0	0	1	11	131	12	11	142	2.12		
PAN AMERICAN	1	3	3	4	2	0	4	4	2	0	0	0	0	0	0	0	0	5	4	32	494	45	18	413	3.65		
AIR WEST	4	0	4	1	1	1	0	3	1	0	0	1	0	0	0	0	0	0	0	16	140	5	3	85	6.06		
ALLEGHENY	4	5	4	3	1	0	0	5	2	1	0	0	0	0	0	0	0	0	1	26	185	24	26	188	4.52		
FRONTIER	1	1	3	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	7	89	13	11	141	3.18			
MDNAWK	3	1	4	2	0	1	0	2	0	1	0	0	0	0	0	0	1	0	3	18	116	16	8	185	8.11		
NORTH CENTRAL	1	0	3	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	8	131	6	18	160	2.57		
OZARK	1	1	2	4	0	0	0	1	2	0	0	0	0	0	0	0	0	0	3	14	107	5	22	153	5.88		
PIEDMONT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	82	6	4	65	.40		
SOUTHERN	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	1	5	61	9	3	31	3.14		
TEXAS INTL	3	3	0	0	1	2	2	3	0	0	0	0	0	0	0	0	0	0	3	17	86	9	6	108	8.72		
CARIBAIR	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3	56	1	9	65	9.38		
ALOMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	3	0	0	4	0.00		
HAWAIIAN	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	20	0	4	19	1.32		
ALASKA	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	3	18	6	4	34	11.11		
WIEN CONSOL.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	17	3	2	12	8.00		
FOREIGN	6	3	10	1	2	0	1	12	4	0	0	0	0	0	0	0	0	0	4	43	812	75	45	614			
SUPPLEMENTAL	2	13	0	0	3	1	1	4	0	0	0	0	0	0	0	0	0	0	5	29	410	30	34	252			
AIR TAXI	2	1	1	4	0	0	0	2	0	1	0	1	0	0	1	0	1	0	1	15	217	13	12	177			
FREIGHT FWD	0	0	0	0	0	0	0	5	0	0	0	0	0	0	1	1	7	3	3	20	349	33	15	392			
AGENT & GROUP	1	5	0	3	1	0	1	21	0	1	0	0	0	0	0	0	0	0	13	46	645	63	41	374			
OTHER	0	0	2	1	0	0	0	5	0	0	1	0	0	0	0	2	0	3	4	18	287	15	17	204			
TOTAL	Current month	51	79	69	52	19	13	14	126	28	14	12	9	0	0	10	10	13	16	110	645						
	Year to date	512	1005	866	565	514	215	176	1212	349	186	247	109	27	6	85	243	113	115	1666		8211					
	Previous month	24	69	58	47	41	15	20	152	33	20	18	26	0	1	4	14	10	9	160		721					
	Same month previous year	38	55	36	27	30	8	13	71	40	19	20	7	9	0	4	15	10	7	102			511				
	Previous year thru same month	572	787	670	281	359	147	218	1031	439	272	250	227	72	0	87	253	138	108	1046				6957			

a/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaint is made.

b/ Enplanement figures are taken from CAB Form 61 for October 1971. These are the most recent enplanement figures available to the Board

c/ Represents 396 letters

d/ Operations curtailed by strike during part of period.