

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
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The 759 airline consumer complaints handled by the Civil Aeronautics Board's Office of Consumer Affairs during February was down 359 from the 1,118 handled in January but represented about an 8 per cent increase over the 700 complaints filed in February a year ago, the office reported today.

Domestic trunklines and Pan American World Airways, as a group, averaged 3.14 passenger complaints per 100,000 enplanements. The local service carrier average was 5.14.

Among the trunklines, Delta Air Lines' .84 complaints per 100,000 enplanements was the lowest rate. Piedmont Aviation was lowest among the local service carriers, with .82. The enplanement figures are for December, 1971, the most recent available to the Board.

Flight cancellations were passengers' chief concern in February. The 62 complaints for that category compare with 54 for January.

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Attachment

CAB 72-31

CONSUMER REPORT

For the Month of February 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info.	In-flight Service	Service in General	Discrimination		Cargo								Other	Total					Reports per 100,000 Enplanements
		Carried	Delayed	Irregularities	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COB	Loss	Damage	Delay	Other	Rates	Current month	Year to date		Previous month	Same month previous year	Previous year thru same month			
AMERICAN	30	4	4	3	4	2	1	2	2	1	1	0	6	2	3	2	0	0	0	0	0	0	1	0	3	41	111	70	56	137	2.48			
BRANIFF	21	3	7	0	5	6	0	1	0	3	1	0	1	1	0	0	0	0	0	0	0	0	1	1	2	32	94	62	29	70	5.48			
CONTINENTAL	9	0	0	0	2	1	0	0	0	0	1	1	4	2	0	0	0	0	0	0	0	0	0	0	11	40	29	10	26	2.09				
DELTA	11	0	2	1	2	0	0	3	1	0	0	0	2	1	0	0	0	0	1	0	0	1	0	1	15	55	40	23	50	.84				
EASTERN	75	12	15	0	4	13	2	3	6	6	2	2	7	8	5	3	2	0	0	0	1	2	0	13	106	229	123	95	231	5.02				
NATIONAL	16	5	8	2	0	3	0	1	0	2	0	0	3	2	1	1	0	0	0	1	0	0	0	2	31	78	47	19	49	5.56				
NORTHEAST	9	1	0	2	2	2	0	0	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	2	15	35	20	21	44	6.44				
NORTHWEST	13	1	2	4	1	1	0	1	1	1	0	2	0	3	1	0	0	0	0	0	0	0	0	6	24	69	45	21	30	3.90				
TRANS WORLD	43	1	5	1	6	7	1	5	0	2	1	1	12	3	0	1	0	1	0	1	0	1	0	7	56	142	86	59	182	4.74				
UNITED	26	5	10	1	1	2	0	6	0	3	0	0	1	5	2	1	1	0	0	1	0	0	0	1	40	126	86	48	132	1.71				
WESTERN	8	1	2	0	1	1	0	0	0	0	0	0	0	1	1	2	1	0	0	0	0	0	0	1	11	22	11	13	36	1.78				
PAN AMERICAN	24	1	3	1	0	4	0	2	0	1	1	0	6	1	1	0	0	0	0	3	0	0	2	2	4	32	91	59	42	110	2.94			
AIR WEST	9	3	0	0	0	0	0	2	0	1	0	0	6	0	0	0	0	0	0	0	0	0	0	1	13 ^a	26	13	9	33	12.26				
ALLEGHENY	10	1	2	0	1	0	0	0	2	2	0	0	4	0	0	1	0	0	0	0	0	0	0	1	14	38	24	20	39	2.49				
FRONTIER	11	6	1	0	1	0	0	0	0	0	0	0	4	2	0	0	0	0	0	0	0	0	0	3	17	32	15	6	28	7.00				
MOHAWK	11	3	2	2	0	4	0	1	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	1	16	52	36	7 ^a	17	7.37				
NORTH CENTRAL	8	1	2	1	0	6	0	0	0	0	0	0	2	0	1	0	0	1	0	0	0	0	0	0	14	29	15	9	35	4.35				
OZARK	16	7	2	1	0	2	0	1	0	0	0	0	5	0	2	0	0	0	0	0	0	0	0	2	22	35	13	8	28	9.17				
PIEDMONT	2	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	11	9	11	24	.82					
SOUTHERN	5	2	1	0	0	3	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	9	14	5	11	22	5.49				
TEXAS INT'L	9	1	1	0	1	1	0	1	0	0	0	0	4	0	1	0	0	1	0	0	0	0	0	0	11	27	16	7	17	5.53				
CARIBAIR	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	3	1	3	8	4.45				
ALOMA	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	.98				
HAWAIIAN	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	4	5		.68				
ALASKA	6	0	0	0	0	1	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	6	11	5	0	1		2.40				
WIEN CONSOL.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	2	4		0.00			
FOREIGN	60	0	6	1	11	9	0	10	0	2	3	2	15	7	0	3	0	0	2	2	0	0	1	0	4	78	207	129	65	162				
SUPPLEMENTAL	20	0	7	2	1	1	0	2	5	0	3	0	0	1	1	0	0	0	0	0	0	0	0	10	33	75	42	9	37					
AIR TAXI	16	1	2	2	1	2	0	2	1	1	1	0	3	0	0	1	0	0	0	0	0	0	0	0	17	39	22	13	40					
FREIGHT FWDR	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	5	3	2	7	0	24	51	27	29	54				
AGENT & GROUP	33	0	1	0	0	14	0	2	1	0	0	0	13	0	0	0	0	0	0	0	0	0	0	17	48	86	38	23	88					
OTHER	16	2	0	0	3	0	0	1	1	0	0	0	1	0	1	1	0	0	0	0	0	3	0	4	17	41	24	28	64					
TOTAL	Current month	540 ^c	62	86	24	47	87	4	47	21	28	15	8	105	43	21	14	7	1	2	8	10	6	6	11	10	86	759 ^c						
	Year to date	1327	116	221	62	192	203	13	92	52	54	36	11	233	121	60	47	22	2	5	12	21	19	20	31	25	207		1877					
	Previous month	787	54	135	38	145	116	9	45	31	26	21	3	128	78	39	33	15	1	3	4	11	13	14	20	15	121		1118					
	Same month previous year	d																												700				
	Previous year thru same month	d																												1803				

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

b/ Based on passenger complaints only; cargo complaints have been eliminated. Enplanement figures are taken from CAB Form 41 for December, 1971, the most recent enplanement figures available to the Board.

c/ Represents 499 letters received. Forty-one letters had complaints against more than one carrier.

d/ Because of the change to this more comprehensive format comparable figures are not available for this period.

e/ Limited operations due to strike during the month of February.

f/ On strike.