

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
APRIL 13, 1972

The Civil Aeronautics Board Office of Consumer Affairs handled 842 consumer complaints during March, up 83 from the 759 received in February and about 19 per cent more than the 706 complaints filed in March, 1971.

Domestic trunklines and Pan American World Airways, as a group, averaged 3.10 passenger complaints per 100,000 enplanements. The average for local service carriers was 5.27. The rate of complaints for Air West was not calculated because its enplanement statistics were distorted by a strike which limited the carrier's operations through mid-March.

All categories of complaints increased in March over February, except for Baggage, Fares and Refunds, and Customer Treatment, which showed minor decreases.

Complaints against foreign air carriers increased significantly both from the previous month and the year-ago month. The greatest number of complaints were listed for Aero Mexico, with 31; Air France, 30; VIASA, a Venezuelan carrier, 16; KLM-Royal Dutch Airlines, 15, and Iberia, 7.

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Attachment

CAB 72-65

Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER REPORT ^{a/}

For the Month of March 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info.	In-flight Service	Severities in General	Discrimination		Cargo							Other	Total					Reports per 100,000 Enplanements ^{b/}
		Canceled	Delayed	Irreg. flights	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COD	Loss	Damage	Delay	Other	Rates	Current month		Year to date	Previous month	Same month previous year	Previous year thru same month		
AMERICAN	37	1	7	4	6	5	0	6	0	1	3	0	1	1	0	2	0	0	1	0	0	0	0	0	2	8	48	159	41	42	179	2.84	
BRANIFF	27	0	4	1	9	2	0	5	1	0	0	1	4	1	0	2	0	0	0	0	1	0	1	0	2	34	128	32	31	101	5.76		
CONTINENTAL	11	0	0	1	0	4	0	3	0	1	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	13	53	11	5	31	2.45		
DELTA	14	2	1	0	0	4	0	2	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	1	16	71	15	19	69	.92			
EASTERN	58	6	16	6	3	15	0	3	2	7	1	0	9	4	1	3	1	1	0	1	0	1	0	0	8	88	317	106	85	316	4.23		
NATIONAL	15	3	6	0	1	0	0	0	0	1	0	0	5	1	0	1	0	0	0	0	0	0	0	0	4	22	100	31	22	71	4.03		
NORTHEAST	13	4	0	1	1	3	1	0	1	0	0	0	3	0	1	1	1	0	0	0	0	0	0	0	2	19	54	15	18	62	8.05		
NORTHWEST	13	3	3	2	2	1	0	0	1	0	0	0	2	0	2	2	1	0	0	0	0	0	0	0	3	22	91	24	10	40	3.64		
TRANS WORLD	29	1	1	0	6	5	0	1	1	0	0	0	6	3	0	4	0	0	0	0	1	0	0	1	6	36	178	56	43	225	3.07		
UNITED	27	2	11	3	5	3	0	2	0	3	0	0	5	2	2	3	2	0	0	0	1	0	1	0	5	50	176	40	38	170	2.24		
WESTERN	8	1	1	0	2	1	0	0	0	0	0	0	2	1	0	2	2	0	0	0	0	0	0	0	2	14	36	11	18	54	2.35		
PAN AMERICAN	24	1	4	2	3	3	1	0	0	1	2	0	4	1	1	1	0	0	1	0	1	1	1	0	2	7	37	128	32	56	166	3.82	
AIR WEST	7	2	0	0	0	1	0	0	0	0	0	0	3	0	0	0	1	0	0	0	0	0	0	0	0	7	33	13	9	42			
ALLEGHENY	18	4	1	0	2	2	1	3	1	1	2	0	2	2	1	0	1	0	0	0	0	0	0	1	1	25	63	14	7	46	4.36		
FRONTIER	7	1	2	0	2	3	1	1	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	1	14	46	17	4	32	6.06		
MORRIS	11	3	1	2	0	2	1	1	1	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	2	18	70	16	2	19	8.29		
NORTH CENTRAL	2	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	32	14	16	51	.97		
OZARK	6	1	0	1	0	1	0	1	1	0	0	0	0	3	0	0	0	0	0	0	1	0	0	0	0	9	44	22	17	45	3.51		
PIEDMONT	5	1	1	0	0	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	18	2	1	25	3.07		
SOUTHERN	2	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	17	9	4	26	1.88		
TEXAS INT'L	9	5	0	1	0	2	0	2	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	14	41	11	3	20	6.74		
CARIBAIR	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	2	11	19	2.33		
ALOMA	3	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4	1	1	1	3.16		
HAWAIIAN	3	2	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	6	7	1	4	9	4.14		
ALASKA	11	2	2	2	2	1	1	0	0	0	0	0	2	0	1	1	4	0	0	7	0	0	1	0	0	2	28	39	6	4	5	76.92	
WHEAT CONSOL.	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	8	0	0	4	9.52		
FOREIGN	88	11	13	5	30	17	0	5	0	2	3	0	13	3	10	2	1	0	0	1	0	2	1	1	1	16	137	344	78	74	236		
SUPPLEMENTAL	23	2	9	1	0	2	0	3	3	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	11	37	112	33	21	58			
AIR TAXI	16	3	1	1	3	4	0	3	0	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	20	59	17	10	50			
FREIGHT FWD	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	4	1	4	9	2	36	87	24	41	95			
AGENT & GROUP	30	3	3	0	0	7	1	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	22	45	131	48	59	147			
OTHER	24	0	0	0	0	0	0	2	1	1	2	0	0	0	0	0	3	0	0	2	4	3	2	2	0	6	28	69	17	31	95		
TOTAL	Current month	571	65	88	33	79	92	8	46	16	21	15	1	81	26	24	25	19	1	5	20	16	14	6	10	17	114	842					
	Year to date	1898	181	309	95	271	295	21	138	68	75	51	12	314	147	84	72	41	3	10	32	37	33	26	41	42	321		2719				
	Previous month	540	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			706			
	Same month previous year	d																													706		
	Previous year thru same month	d																													2509		

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 January 1972, the most recent enplanement figures available to the Board.

c/ Represents 541 letters received. Thirty 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 early part of March.

f/ On strike