

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
MAY 18, 1972

The Civil Aeronautics Board's Office of Consumer Affairs closed 531 complaint files during April, but the number of new complaints filed during the month rose 50 per cent over the number filed in April, 1971, and 20 per cent over those of March, 1972.

Of the cases closed during April, 132 resulted in payments to complainants totaling \$22,585.70. The Office has closed 2,616 cases this year.

Not all complaints result in payments, the Office explained. In many cases an explanation of regulations clears the record and some complaints are found to be invalid. The Office estimates that a third of the complaint files closed in April were settled by explanations of regulations.

Since March 29, 1971, when the Office began tabulating its figures, more than \$219,000 has been paid out to passengers and shippers whose complaints to the Board included denied boarding, delayed COD remittances, tariff adjustments, baggage and cargo claims and out-of-pocket expenses.

The 1,004 complaints received by the Office in April was up 164 from the 842 received in March and 333 more than the 671 filed in

MORE

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April, 1971. Fares and refunds were the chief passenger concern in April.

Leading the number of complaints filed in April involving foreign air carriers were Aeromexico, with 22; Air France, 16; and British Overseas Airways Corporation, and British West Indian Airways, with 7 each.

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Attachment

CAB 72-90

Civil Aeronautics Board
Washington, D.C. 20418
CONSUMER REPORT ^a

For the Month of April 1972

CARRIER	Number of Letters	Flights			Reservations			Cancellations					Fares & Refunds	Lost or Treatment	Flight Info	In-flight Service	Service at General	Uncancellation			Cargo							Other	Total					Reports per 100,000 Enplanements in
		Cancelled	Delayed	Missed	Overbooked	Prohibited	Refused	Lost	Damaged	Delay	Other	Rates						Rates	Pass	COO	Loss	Damage	Delay	Other	Rates	Current month	Year to date		Previous month	Same month previous year	Previous year same month			
AMERICAN	46	2	5	5	11	4	2	1	3	1	2	0	11	1	4	2	1	0	0	0	0	0	0	1	0	8	64	223	48	51	230	4.44		
BRANIFF	14	1	4	2	2	4	0	0	1	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	3	21	149	34	14	115	4.38			
CONTINENTAL	2	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4	57	13	8	39	.98			
DELTA	26	2	5	1	3	4	0	1	1	2	1	0	3	3	3	2	1	0	0	0	1	0	0	0	7	40	111	16	23	92	2.84			
EASTERN	82	11	17	3	10	15	2	4	3	5	4	1	14	2	5	7	0	0	0	0	1	0	1	0	14	119	436	88	71	387	6.12			
NATIONAL	18	2	1	0	5	3	0	1	0	0	0	0	3	2	3	3	0	0	0	1	0	0	1	0	3	25	125	22	16 ^c	87	4.44			
NORTHEAST	14	4	0	1	4	3	1	0	1	1	0	0	4	4	0	0	0	0	0	0	1	0	0	0	3	27	81	19	15	77	10.92			
NORTHWEST	16	3	1	1	0	1	0	0	0	2	0	0	1	0	3	4	0	0	0	0	0	0	0	1	0	3	20	112	22	20	60	3.58		
TRANS WORLD	44	6	4	3	5	6	0	1	1	4	1	0	11	2	2	2	3	0	1	0	2	0	2	1	0	17	74	252	36	55	280	7.12		
UNITED	49	6	3	1	12	7	1	4	0	1	0	0	2	3	4	1	1	0	1	0	0	0	0	2	0	18	67	243	50	41	211	3.32		
WESTERN	10	1	2	1	3	5	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	2	17	53	14	11	65	3.03			
PAN AMERICAN	25	1	2	3	1	5	0	4	1	0	0	0	4	1	1	1	0	0	0	0	1	0	0	0	9	34	162	37	54	220	4.37			
AIR WEST	8	3	0	0	0	1	2	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	2	12	45	7	9	51				
ALLEGHENY	19	8	2	0	4	3	2	1	1	2	1	0	5	1	1	0	1	0	0	0	0	0	0	0	2	34	97	25	19	65	6.61			
FRONTIER	11	1	0	0	2	3	0	0	1	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	12	58	14	5	37	5.94			
MOHAWK ^d	11	5	2	1	0	0	0	1	0	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	1	14	84	18	2 ^e	21	7.07			
NORTH CENTRAL	6	0	2	0	4	3	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	11	43	3	19	70	3.82			
OZARK	10	1	1	1	3	2	1	2	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	15	59	9	12	57	6.82			
Piedmont	5	0	0	0	3	2	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	7	25	7	9	34	3.35			
SOUTHERN	4	0	2	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	23	3	4	30	4.05			
TEXAS INT'L	14	3	3	1	2	2	0	0	0	0	2	0	1	2	1	0	0	0	0	1	1	0	1	0	5	25	66	14	4	24	12.70			
CARIBAIR	2	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	7	1	1	25	6.66			
ALOMA	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	3	0	1	.85			
HAWAIIAN	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	0	7	6	3	12	0.00			
ALASKA	2	1	2	2	0	2	0	0	0	0	0	0	3	0	0	0	1	0	0	1	0	0	0	0	3	15	54	28	3	8	4.67			
Wien Consul	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	9	2	1	5	4.55			
FOREIGN	68	4	8	10	6	10	0	7	4	4	2	3	12	4	2	2	1	0	1	0	1	1	1	2	19	105	449	137	53	289				
SUPPLEMENTAL	28	2	10	1	1	2	0	2	6	3	1	0	1	1	0	0	0	0	0	0	0	0	1	0	22	53	165	37	27	85				
AIR TAXI	18	4	1	1	2	3	0	0	0	3	1	0	6	0	1	0	0	0	0	0	0	0	0	0	2	24	83	20	19	69				
FREIGHT FWD	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	9	8	1	4	5	7	38	125	36	34	129				
AGENT & GROUP	49	2	8	0	2	11	0	1	1	0	0	0	15	0	1	0	0	0	0	0	0	0	0	0	43	84	215	45	40	187				
OTHER	27	0	1	0	0	0	0	1	1	1	2	0	6	0	1	0	0	0	3	1	2	1	1	1	10	32	101	28	23	118				
TOTAL	Current month	674 ^f	73	86	41	88	102	11	31	27	34	17	4	112	33	31	27	13	0	3	10	17	12	7	13	8	204	1004 ^g						
	Year to date	2572	254	395	136	359	397	32	169	95	109	68	16	426	186	115	99	54	3	13	42	54	45	33	54	50	525	3723						
	Previous month	271	65	88	33	79	92	8	46	16	21	15	1	81	26	24	19	1	5	20	16	14	6	10	17	114		842						
	Same month previous year	d																											671					
Previous year	Same month	d																												3180				

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

c/ Represents 611 letters received. Sixty-three 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/ On strike.

