

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
JULY 17, 1972

Flight irregularities and baggage problems continue to be the chief sources of consumer dissatisfaction, according to data on consumer complaints for the first six months of 1972 released by the Civil Aeronautics Board today.

Complaint figures for May and June also were released.

The upward trend in the total number of complaint letters received by the Board's Office of Consumer Affairs also is continuing. In the first six months of 1972, the Office received 3,345 individual letters containing 5,146 complaints. In the same 1971 period there were 2,844 letters containing 4,216 complaints.

The Office completed investigations of 3,648 complaint letters from January through June this year as compared to 2,249 completions for the like 1971 period.

Direct and indirect air carriers paid more than \$256,000 between March 29, 1971, the date a tally was started, and June 30, 1972, to consumers who petitioned the Office of Consumer Affairs for assistance.

The sum represents payments for denied boarding, delayed C.O.D. remittances, tariff adjustments and out-of-pocket expenses as well as favorable baggage and cargo claims.

MORE

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Flight irregularities led the number of complaints in the first six months this year with 1,033 flight irregularity reports. For the same period of 1971 there were 902. Baggage problems accounted for 626 complaints from January through June, as compared with 561 in the 1971 six-month period.

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Attachments

CAB 72-143

Civil Aeronautics Board
Washington, D C. 20428

CONSUMER REPORT

For the Month of May 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Reimburse	Lost or Destroyed	Flight Info	In-flight Service	Satisfaction General	Accommodation		Cargo							Other	Total					Reports per 100,000 Enplanements	
		Carr'd	Delayed	Ingr. Factors	Overseas	Prob. on	Excessing	Loss	Damage	Delay	Other	Notes						Racial	Pass.	COB	Loss	Damage	Delay	Other	Notes	Current month		Year to date	Previous month	Same month previous year	Previous year thru same month			
AMERICAN	29	1	2	3	6	3	0	3	0	1	0	0	3	3	2	2	0	0	1	0	0	0	1	0	8	39	262	64	29	259	2.27			
BRAHFF	10	0	0	1	0	4	0	3	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	3	13	162	21	31	146	2.13			
CONTINENTAL	7	1	0	1	0	0	0	0	0	1	0	0	3	0	1	0	0	0	1	0	0	1	0	1	10	67	4	9	48	1.89				
DELTA	19	0	0	2	4	2	1	3	1	0	0	0	5	0	0	0	0	0	0	1	0	0	0	1	3	23	134	40	23	115	1.32			
EASTERN	61	7	13	1	4	11	2	6	3	2	1	0	15	1	1	1	0	0	0	0	2	0	0	1	0	9	80	516	19	77	464	3.47		
NATIONAL	13	0	2	0	2	3	0	1	0	1	0	0	5	0	0	0	0	1	0	0	0	0	1	0	0	16	141	25	15	102	2.63			
NORTHEAST	12	2	0	1	3	4	0	0	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	0	0	14	95	27	22	99	5.04			
NORTHWEST	10	1	3	0	3	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	12	123	20	16	74	1.89			
TRANS WORLD	44	2	5	5	5	6	0	1	1	2	1	0	10	2	0	4	0	0	1	1	0	0	0	0	2	9	57	309	74	48	328	4.79		
UNITED	25	0	7	1	1	1	0	2	0	1	0	0	6	1	1	3	1	0	0	0	0	0	0	0	9	34	277	67	36	247	1.50			
WESTERN	3	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	56	17	5	70	.32			
PAN AMERICAN	30	0	2	1	3	7	2	0	2	3	0	1	6	4	1	0	1	0	1	0	1	1	1	0	8	45	207	34	34	254	4.73			
AIR WEST	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	3	48	12	6	57				
ALLEGHENY	26	5	4	3	7	3	1	0	2	0	0	0	4	0	2	0	3	1	0	0	1	0	0	0	6	42	139	34	13	78	6.81			
FRONTIER	7	1	0	0	2	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	8	66	12	6	43	3.43			
MONARK	1																										84	14	6	27				
NORTH CENTRAL	6	1	1	2	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	8	51	11	6	76	2.46			
OZARK	5	0	0	1	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	6	65	15	1	60	1.98			
PIEDMONT	4	0	1	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	6	31	7	5	39	2.38			
SOUTHERN	3	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	4	27	6	2	32	2.33			
TEXAS INT'L	7	0	0	2	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	3	9	75	25	7	31	3.88			
CARIBAIR	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	8	3	8	33	2.13			
ALONA	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	5	1	1	2	0.00			
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	0	1	13	0.00			
ALASKA	5	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	1	0	0	5	59	15	1	9	11.11			
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	0	9	1	5	6	0.00			
FOREIGN	59	2	10	2	11	9	0	5	2	2	2	4	9	4	2	3	0	0	0	1	2	1	0	2	5	78	527	105	58	347				
SUPPLEMENTAL	35	0	7	3	1	0	0	1	3	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	23	43	208	53	27	112				
AIR TAXI	19	1	2	0	4	4	0	1	1	0	0	0	6	1	1	0	0	0	0	0	0	0	0	0	1	22	105	24	12	81				
FREIGHT FWD	41	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	6	6	4	5	6	12	43	168	38	23	152				
AGENT & GROUP	50	1	3	0	0	1	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	41	56	271	84	30	217				
OTHER	23	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	4	2	1	1	2	0	10	23	124	32	17	135			
TOTAL	Current month	557	25	63	30	59	63	6	34	15	15	5	92	19	13	16	9	1	5	12	16	11	7	14	10	158	703	57						
	Year to date	3129	277	454	176	418	460	38	203	110	124	73	21	518	199	120	115	63	4	18	54	70	56	40	68	60	683	703	4426					
	Previous month	174	73	86	41	88	102	11	31	27	34	17	4	112	33	31	27	13	0	3	10	17	12	7	15	8	204			1004				
	Same month previous year	d																													576			
	Previous year thru same month	d																													3756			

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 March 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 498 letters received. Fifty-nine 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.

r/ Merged with Allegheny on April 12, 1972.

2. Recheck for possibility of mathematical error in April report.

Civil Aeronautics Board
Washington, D.C. 20420
CONSUMER REPORT ^{a/}

For the Month of June, 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info.	In-flight Service	Service in General	Discontinuation		Cargo							Other	Total					Reports per 100,000 Enplanements ^b
		Cancelled	Delayed	Arrival lateness	Overseas	Problems	Ticketing	Lost	Damage	Delay	Other	Notes						Racial	Pass.	COB	Loss	Damage	Delay	Other	Notes	Current month		Year to date	Previous month	Same month previous year	Previous year thru same month		
AMERICAN	34	3	3	1	12	0	1	6	2	2	0	0	2	1	3	5	0	0	0	0	0	0	0	0	0	3	44	306	39	28	287	2.61	
BRANIFF	8	0	2	0	1	0	0	1	0	0	1	0	1	1	0	0	0	0	0	0	0	1	1	0	0	2	11	173	13	22	168	1.65	
CONTINENTAL	4	0	0	0	0	0	0	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	72	10	5	53	.87		
DELTA	11	1	0	1	0	0	0	0	2	0	0	0	4	2	0	0	0	0	0	0	0	1	0	0	4	15	149	23	6	121	.19		
EASTERN	55	1	14	4	3	5	3	5	6	3	0	0	5	4	2	3	1	0	0	0	0	3	0	1	11	74	590	80	39	503	3.28		
NATIONAL	17	1	5	2	1	0	3	1	0	2	0	0	2	4	0	1	1	0	0	0	0	0	0	0	5	28	169	16	6	108	4.74		
NORTHEAST	11	1	0	2	4	1	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	13	108	14	6	105	4.24		
NORTHWEST	6	2	0	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	7	130	12	8	82	1.11		
TRANS WORLD	37	1	4	3	7	4	0	1	0	2	1	0	11	2	2	1	0	0	0	0	0	2	0	0	11	52	361	57	29	357	4.10		
UNITED	28	3	4	0	6	0	1	0	0	1	0	0	5	2	3	0	1	0	1	0	0	0	1	0	1	5	34	311	34	31	278	1.45	
WESTERN	3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	99	3	4	74	.53		
PAN AMERICAN	27	1	2	0	3	2	1	4	1	1	1	0	4	0	1	1	0	0	1	0	0	0	1	0	1	8	33	240	45	23	277	3.33	
AIR WEST	8	1	0	1	2	1	0	1	0	0	0	0	2	1	1	1	1	0	0	0	0	0	0	0	1	13	61	3	11	68	6.37		
ALLEGHENY	36	7	15	2	6	5	0	2	1	2	0	0	2	4	5	2	3	0	0	1	0	0	0	0	5	62	201	42	3	81	8.14		
FRONTIER	9	2	0	0	0	4	0	0	1	0	1	0	2	1	0	0	0	0	0	0	0	0	0	0	2	13	79	8	2	45	6.02		
MOHAWK ^{c/}																										84		7	34				
NORTH CENTRAL	3	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4	55	8	3	79	1.25		
OZARK	6	0	0	0	0	1	1	0	0	0	0	0	2	1	0	1	2	0	0	0	0	0	0	0	0	8	73	6	2	62	3.27		
PIEDMONT	4	0	0	1	2	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	5	36	6	10	49	1.89		
SOUTHERN	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	28	4	5	37	.58		
TEXAS INT'L	5	3	2	3	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	12	87	9	6	37	6.09		
CARIBAIR	4	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	12	1	5	38	8.51		
ALOHA	2	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	8	0	0	2	2.56		
HAWAIIAN	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	8	0	1	14	.61		
ALASKA	9	0	0	2	2	0	0	1	1	1	0	0	2	0	1	0	3	0	0	3	0	0	0	0	1	19	78	5	0	9	4.75		
WIEN CONSOL.	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	11	0	0	6	9.70		
FOREIGN	65	3	2	0	9	7	2	10	3	2	1	4	16	1	0	0	0	0	0	2	1	0	0	0	10	73	600	78	45	392			
SUPPLEMENTAL	28	1	4	4	0	0	0	0	5	1	1	0	0	1	2	0	0	0	0	0	0	1	0	0	17	37	245	43	32	144			
AIR TAXI	18	1	3	1	5	2	0	4	0	0	0	0	2	1	0	0	0	0	1	0	0	0	0	0	1	21	126	22	12	93			
FREIGHT FWRD	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	6	7	6	7	2	35	203	43	42	194			
AGENT & GROUP	55	1	3	1	1	1	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	52	65	336	56	42	259			
OTHER	24	1	0	0	2	0	0	0	0	0	1	0	4	0	0	0	0	0	1	1	0	0	2	2	1	9	24	148	23	25	160		
TOTAL	Current month	550	37	64	29	73	36	13	42	23	18	8	4	76	29	20	16	13	0	5	9	7	9	17	10	10	152	720					
	Year to date	3679	316	522	195	491	496	51	245	133	142	81	25	594	228	148	131	76	4	23	63	77	65	57	78	70	835		5146				
	Previous month	557	25	63	30	59	63	6	34	15	15	5	5	92	19	13	16	9	1	5	12	16	11	7	14	10	368			703			
	Same month previous year	d																												460			
	Previous year thru same month	d																													4216		

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

c/ Represents 489 letters received. Sixty-two 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/ Revised with Air Cargo on April 19, 1972.