CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE
OCTOBER 18, 1972

(202) 382-6031

The Civil Aeronautics Board Office of Consumer Affairs received 7,874 service complaints during the first nine months of 1972, an increase of more than 25 per cent over the like 1971 period, the Office reported today.

The Office's report for the third 1972 quarter shows 792 complaints received in July, 1,047 in August and 889 in September.

The total number of complaints received in 1971, through September, was 6,294.

Flight irregularities and reservations and baggage problems continue to be the chief causes of complaints.

# # # #

Attachments

CAB 72-207

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of July 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info	In-flight Service	Service in General	Discrimination		Cargo						Other	Total					Monthly Enplanements b/ (000 omitted)
		Cancld	Delayed	Irregularities	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	30	0	3	1	0	2	0	1	1	0	0	0	11	1	1	4	0	0	0	0	2	0	0	2	0	11	40	346	44	33	308	1649
BRANIFF	17	0	6	0	2	0	0	1	1	0	2	0	3	2	2	1	0	0	0	0	0	1	0	0	0	4	25	198	11	23	191	538
CONTINENTAL	13	0	1	0	2	2	1	0	0	2	0	0	6	0	0	1	0	0	0	0	0	0	0	0	0	2	17	88	4	8	61	469
DELTA	21	1	1	1	1	10	0	3	1	0	1	0	2	3	0	1	1	0	0	0	0	1	0	1	0	1	29	178	15	18	39	1523
EASTERN	33	2	14	0	1	0	0	2	1	6	1	0	4	2	5	0	2	0	1	0	2	0	1	0	0	6	50	640	74	32	535	1986
NATIONAL	11	1	0	0	2	0	1	1	0	2	0	1	2	2	1	0	0	0	0	0	6	0	0	0	0	2	21	190	28	8	116	504
NORTHEAST	14	3	2	2	1	5	0	1	0	0	0	1	2	1	1	1	1	0	0	0	0	0	0	0	0	0	21	129	13	9	114	256
NORTHWEST f/	13	4	1	0	2	2	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	1	1	1	2	17	147	7	3	85	608
TRANS WORLD	46	2	5	5	9	10	0	4	1	3	2	1	9	2	2	1	0	0	1	0	1	0	2	0	4	6	70	431	52	35	392	1308
UNITED	39	1	13	1	3	8	0	1	1	1	2	0	4	1	4	0	0	0	0	0	1	0	3	2	2	6	54	365	34	21	299	2219
WESTERN	9	1	0	1	1	3	1	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	2	13	72	3	2	76	548
PAN AMERICAN	20	0	2	1	5	2	0	1	1	0	0	0	3	3	3	0	1	0	0	0	3	0	1	0	0	4	30	270	33	15	292	977
AIR WEST	7	0	2	2	0	1	0	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	1	10	71	13	9	77	241
ALLEGHENY	44	6	12	1	5	5	2	3	0	1	1	0	6	5	5	1	3	0	2	0	2	1	1	0	0	8	70	271	62	14	95	844
FRONTIER	6	2	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	8	87	13	9	54	224
MOHAWK d/																												84		10	44	
NORTH CENTRAL	15	0	2	1	3	3	1	0	1	3	0	0	3	2	1	0	0	0	1	0	0	0	1	0	0	0	22	77	4	18	97	323
OZARK	4	0	0	1	0	2	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	6	73	8	6	68	254
PIEDMONT	2	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	39	5	8	112	273
SOUTHERN	6	1	3	1	0	1	0	1	0	1	0	0	0	1	0	0	1	0	0	0	2	0	0	0	0	1	11	39	1	2	39	178
TEXAS INT'L	4	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	5	92	12	7	44	195
CARIBAIR	2	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	2	14	4	1	39	39
ALOHA	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	0	1	9	3	2	5	113
HAWAIIAN	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	0	1	9	1	1	14	158
ALASKA	11	1	2	0	1	1	0	0	0	1	0	0	1	0	2	1	5	0	0	1	0	0	0	0	0	1	17	95	19	5	14	51
WIEN CONSOL	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	0	1	12	2	0	8	30
FOREIGN	56	2	2	1	16	12	1	8	0	2	1	3	10	2	1	1	1	0	1	0	17	0	0	0	1	5	66	686	73	52	444	
SUPPLEMENTAL	24	0	3	1	0	0	0	6	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	16	29	274	31	30	183	
AIR TAXI	20	4	1	0	6	4	0	2	1	1	0	0	3	0	1	0	1	0	1	0	0	0	0	0	0	1	26	152	21	15	108	
FREIGHT FWDR	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3	2	1	0	2	2	12	215	35	32	226	
AGENT & GROUP	60	1	0	0	2	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	64	68	404	65	70	329	
OTHER	23	0	0	1	0	0	0	1	1	0	1	0	4	1	0	?	0	1	0	0	3	2	5	0	2	3	27	175	20	27	149	
TOTAL Current month	565	32	77	22	61	76	7	37	13	24	12	6	82	33	32	15	20	1	7	2	40	8	17	6	12	150	792					
TOTAL Year to date	4244	348	599	217	552	572	58	282	146	166	93	31	676	261	180	146	96	5	30	65	117	73	74	84	82	985		5938				
TOTAL Previous month	550	37	64	29	73	36	13	42	23	18	8	4	76	20	20	16	13	0	5	9	7	9	17	10	10	152			716			
TOTAL Same month previous year	d																													534		
TOTAL Previous year thru same month	d																														4757	

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/ Enplanement figures are taken from CAB Form 41 for May, 1972, the most recent enplanement figures available to the Board.

c/ Represents 516 letters received. Forty-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/ Merged with Allegheny on April 12, 1972.

f/ On strike June 30, 1972. Operations curtailed during month of July.

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT [a]

For the Month of August 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info	In-flight Service	Service in General	Discrimination		Cargo						Other	Total				Monthly Enplanements [b] (000 omitted)
		Canceled	Delayed	Inconveniences	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	711	1	5	2	4	5	0	4	2	2	3	0	5	2	0	4	0	0	0	0	1	0	3	0	0	13	56	402	40	33	341	1816
BRANIFF	15	0	3	1	1	7	1	3	0	0	2	0	0	2	2	0	1	1	0	0	0	0	0	0	0	1	25	223	29	34	225	569
CONTINENTAL	11	0	0	0	4	2	0	1	0	0	0	1	2	0	1	1	0	0	0	0	0	0	0	0	0	2	14	102	17	12	73	550
DELTA	39	4	10	1	3	8	0	1	0	1	0	0	5	4	3	0	2	0	3	0	1	0	1	3	0	6	56	234	29	13	152	1651
EASTERN	61	6	5	3	4	9	1	7	1	5	0	0	14	3	0	2	0	0	2	0	0	0	1	0	0	8	72	711	50	42	577	2063
NATIONAL	17	0	6	0	2	2	0	1	2	1	0	0	3	0	1	1	0	0	0	0	1	0	0	0	0	3	23	213	21	16	132	547
NORTHEAST [f]	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	0	129	21	11	125	
NORTHWEST [g]	24	10	0	2	1	1	1	2	0	0	0	0	8	0	0	0	1	1	0	0	0	0	0	1	0	2	30	177	17	16	101	657
TRANS WORLD	66	4	6	3	15	18	3	2	2	3	0	2	11	8	2	4	0	0	2	0	1	0	0	2	0	12	100	531	70	91	483	1455
UNITED	63	4	14	1	13	10	1	5	1	6	1	0	14	2	5	7	3	0	3	0	0	0	1	0	0	15	106	471	54	28	327	2630
WESTERN	12	0	0	1	0	3	0	1	0	0	1	0	1	0	0	1	0	0	0	0	1	1	1	0	0	1	12	84	13	14	90	601
PAN AMERICAN	41	1	4	0	7	7	0	2	0	1	0	0	8	1	4	2	1	0	0	0	2	0	1	1	0	5	47	317	30	39	331	992
AIR WEST	12	0	3	1	3	1	0	1	0	0	0	0	1	1	0	2	1	0	0	0	0	0	0	0	0	1	15	86	10	20	97	270
ALLEGHENY	52	12	14	3	11	4	1	1	0	3	0	0	6	6	4	1	11	0	0	0	0	0	0	0	0	4	81	352	70	9	104	849
FRONTIER	11	1	1	0	2	5	1	2	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	18	105	8	4	58	255
MOHAWK [e]	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	0	84	0	8	52	
NORTH CENTRAL	24	0	3	3	11	3	1	2	0	0	1	1	2	1	0	0	1	0	2	0	0	0	0	0	0	0	31	108	22	9	106	367
OZARK	8	1	2	1	1	3	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	11	90	6	10	78	267
PIEDMONT	7	0	1	1	0	0	0	0	0	0	0	0	2	1	2	0	2	0	0	0	0	0	0	0	0	2	11	50	3	5	117	287
SOUTHERN	5	0	0	0	3	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	6	45	11	1	40	186
TEXAS INT'L	9	1	2	0	2	1	0	0	0	0	0	0	2	0	1	1	1	0	0	0	1	0	1	0	0	0	13	105	5	5	49	204
CARIBAIR	2	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	16	2	5	44	37
ALOHA	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	0	9	1	0	5	127
HAWAIIAN	3	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	12	1	1	15	177
ALASKA	21	0	3	0	2	10	1	2	0	3	2	0	4	4	1	2	5	0	0	0	0	0	0	0	0	2	41	136	17	9	23	66
WIEN CONSOL.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	14	1	0	8	37
FOREIGN	69	2	8	1	16	10	1	4	3	1	1	1	13	6	3	1	0	0	3	0	1	0	0	1	0	12	88	774	86	108	552	
SUPPLEMENTAL	23	0	11	2	0	0	1	3	0	2	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	12	35	309	29	54	237	
AIR TAXI	20	7	0	1	3	2	0	2	0	2	0	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0	23	175	26	35	143	
FREIGHT FWDR	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	6	3	1	2	4	5	2	24	289	12	38	264	
AGENT & GROUP	64	0	0	0	0	2	1	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	62	75	479	68	99	428	
OTHER	25	0	2	2	0	0	0	0	0	0	0	0	2	0	0	6	0	0	0	1	0	1	0	3	0	11	28	203	27	24	212	
TOTAL Current month [c]	770	54	104	29	108	117	14	47	11	30	11	5	121	44	31	38	33	2	15	5	11	4	12	16	5	176	1047					
TOTAL Year to date	5014	402	703	246	660	689	72	329	157	196	104	36	797	305	211	184	129	7	45	74	128	77	80	100	87	1161		6985				
TOTAL Previous month	565	33	77	22	61	76	7	37	13	24	12	6	80	33	32	15	20	1	7	2	40	8	17	6	12	150			792			
TOTAL Same month previous year	d																													788		
TOTAL Previous year thru same month	d																														5545	

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/ Enplanement figures are taken from CAB Form 41 for June, 1972, the most recent enplanement figures available to the Board.

c/ Represents 727 letters received. Forty-three letters had complaints against more than one carrier.

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e/ Merged with Allegheny on April 12, 1972.

f/ Merged with Delta on August 1, 1972.

g/ On strike June 30, 1972. Operations curtailed during month of August.

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of September 1972

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info.	In-Flight Service	Service in General	Discrimination		Cargo						Other	Total					Monthly Enplanements b/ (000 omitted)
		Cancls	Delayed	Irregularities	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	35	4	3	2	4	0	1	4	1	0	1	0	6	3	1	5	2	0	0	0	0	0	2	0	1	6	46	448	56	41	382	1873
BRANIFF	6	1	1	0	0	0	0	1	2	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	7	230	25	15	240	595
CONTINENTAL	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	105	14	4	22	589
DELTA	16	1	0	0	0	5	1	1	0	1	1	0	4	2	0	0	0	0	0	0	0	0	0	0	1	3	20	254	56	12	169	1205
EASTERN	50	6	11	2	3	8	0	4	1	2	2	0	9	7	3	2	1	1	0	0	2	1	0	0	0	5	70	781	71	28	605	2232
NATIONAL	17	1	2	0	1	2	2	1	0	0	0	0	3	0	0	1	0	0	0	0	1	3	1	0	0	7	25	238	23	5	137	590
NORTHEAST f/	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	0	129	0	16	143	0
NORTHWEST g/	12	7	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	1	14	191	30	21	123	0
TRANS WORLD	80	6	4	2	12	19	3	6	0	3	0	0	17	7	4	5	0	0	0	0	1	1	1	0	0	27	122	653	100	92	580	1524
UNITED	36	4	11	1	4	3	0	3	0	1	0	0	5	5	1	4	1	0	0	1	0	1	1	0	0	5	51	522	106	42	369	2872
WESTERN	10	0	0	1	1	2	1	0	0	0	0	0	3	1	0	0	1	0	0	0	0	0	0	0	1	1	12	96	12	11	101	730
PAN AMERICAN	24	0	4	0	4	8	0	0	1	5	2	0	1	2	1	1	0	0	1	0	0	1	1	0	1	6	39	356	47	49	380	1138
AIR WEST	6	0	1	1	0	1	0	0	1	2	1	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	11	97	15	15	112	302
ALLEGHENY	41	12	13	0	2	8	2	2	1	2	1	0	2	8	4	1	5	0	0	0	0	0	1	0	0	2	66	418	81	9	113	841
FRONTIER	4	0	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	109	18	6	64	276
MOHAWK e/	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	0	84	0	10	62	0
NORTH CENTRAL	11	0	4	0	3	2	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	14	122	31	6	112	434
OZARK	7	0	2	1	0	0	1	0	0	1	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	9	99	11	4	82	255
PIEDMONT	3	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	4	54	11	6	123	288
SOUTHERN	6	1	1	1	1	2	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2	10	55	6	3	43	191	
TEXAS INT'L	3	0	0	0	0	0	0	0	1	0	1	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	6	111	13	4	53	202
CARIBAIR	3	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	19	2	4	48	48
ALOHA	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	0	1	10	0	0	5	143
HAWAIIAN	3	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	16	3	2	17	225
ALASKA	19	0	3	1	3	7	0	0	1	0	0	0	3	1	1	1	3	0	0	5	0	0	1	0	0	1	31	167	41	6	29	84
WIEN CONSOL.	5	1	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	8	22	2	4	12	41
FOREIGN	72	2	5	1	27	17	0	7	4	2	1	2	7	6	3	0	0	0	1	0	0	2	1	0	1	6	95	869	88	102	654	
SUPPLEMENTAL	28	0	8	0	0	0	0	2	4	0	1	0	0	4	2	3	0	1	0	0	0	0	0	0	0	20	45	354	35	65	302	
AIR TAXI	13	4	1	2	3	0	0	0	0	0	0	0	3	2	0	0	0	0	0	0	0	0	1	1	0	2	19	194	23	23	166	
FREIGHT FWDR	22	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	4	2	2	1	7	5	25	264	24	11	275	
AGENT & GROUP	95	0	0	1	0	1	0	1	0	0	0	0	5	0	1	0	0	1	0	0	0	0	0	0	0	94	104	583	75	57	485	
OTHER	16	0	0	0	0	4	0	0	1	1	0	1	1	0	0	2	1	0	0	0	3	0	4	1	0	2	21	224	28	20	232	
TOTAL Current month	646	50	80	18	69	95	11	37	19	21	13	3	77	54	31	25	17	4	2	10	11	12	17	3	13	197	889					
TOTAL Year to date	5660	452	783	264	729	784	83	366	176	217	117	39	874	359	242	209	146	11	47	84	139	89	103	103	100	1358		7874				
TOTAL Previous month	770	54	104	29	108	117	14	47	11	30	11	5	121	44	31	38	33	2	15	9	11	4	12	16	5	176			1047			
TOTAL Same month previous year d/																														705		
TOTAL Previous year thru same month																															6294	

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/ Enplanement figures are taken from CAB Form 41 for July 1972 the most recent enplanement figures available to the Board.

c/ Represents 609 letters received. Thirty-seven 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/ Merged with Allegheny on April 12, 1972.

f/ Merged with Delta on August 1, 1972.

g/ On strike June 30, 1972. Operations curtailed during month of August.