

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
JULY 16, 1971

Complaints about commercial airline service to the Civil Aeronautics Board, Office of Consumer Affairs, continued the decline in June that began in May.

Total complaints received were 460, down 20 per cent from 576 in May, and 11 per cent from 514 in June of 1970.

The average number of complaints per 100,000 enplanements for the domestic trunk carriers and Pan American was 1.61, compared with 2.9 in May.

The average for the local carriers was 1.92 per 100,000, as contrasted with 2.28 the previous month.

The highest number of complaints in a single category was 73 for fares, rates and refunds. Baggage complaints totaled 66 as compared with 85 for May.

The report is issued monthly and copies are available in the Board's Publication Services Section, Room 516, 1825 Connecticut Avenue, N.W., Washington, D.C., 20428.

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CAB 71-115

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT

For the Month of JUNE - 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-Flight Service	Service in General	Rate Discrimination	Racial Discrimination	Cargo				Misc.	Total					Complaints per 100,000 Enplanements ^a
	Cancelled	Delayed	Overbooked	Other	Lost	Damage	Delay								COO	Loss	Damage	Delay		Current month	Year to date	Previous month	Same month previous year	Previous year the same month	
AMERICAN	0	8	4	2	3	1	0	3	0	0	2	1	0	0	0	1	1	1	1	28	287	29	45	343	1.56
BRAEF	4	7	2	3	0	1	0	2	1	0	0	0	0	0	0	0	0	0	2	22	168	31	37	224	4.07
CONTINENTAL	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	5	53	9	3	23	1.09
DELTA	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	2	6	121	23	14	114	.42
EASTERN	1	5	3	1	6	1	1	4	0	2	3	0	0	0	0	2	1	1	8	39	503	77	43	359	2.07
NATIONAL	2	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	6	108	15	4	60	1.80
NORTHEAST	0	1	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6	105	22	13	116	2.93
NORTHWEST	0	1	1	2	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2	8	82	16	11	97	1.15
TRANS WORLD	2	3	3	1	4	1	0	6	1	1	3	0	0	0	0	1	0	0	3	29	357	48	37	173	2.15
UNITED	0	1	4	2	4	0	1	9	1	2	1	0	0	1	0	1	0	2	2	31	278	36	25	232	1.21
WESTERN	1	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	74	5	11	76	.69
PAN AMERICAN	3	5	2	0	1	0	0	5	1	0	0	0	0	0	0	0	1	0	5	23	277	34	36	163	2.48
AIR WEST	2	2	1	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	2	11	68	6	11	49	3.95
ALLEGHENY	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	81	13	21	83	.58
FRONTIER	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	45	6	11	73	.84
MONARK	0	0	4	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	7	34	6	10	112	2.94
NORTH CENTRAL	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	79	6	16	63	.98
OZARK	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	62	1	13	94	.91
PIEDMONT	0	1	2	1	1	1	1	1	0	0	0	1	0	0	0	0	0	0	1	10	49	5	7	33	3.96
SOUTHERN	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	5	37	2	0	15	3.57
TEXAS INT'L	0	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	2	6	37	7	11	66	2.94
CANADIAN	0	0	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	5	38	8	2	38	16.64
ALOMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	4	0.00
HAWAIIAN	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	14	1	0	7	.66
ALASKAN ^b	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	2	2	22	0.00
FOREIGN	1	6	6	1	7	5	2	8	2	0	0	0	0	0	0	1	0	0	6	45	392	58	38	244	
SUPPLEMENTAL	0	4	1	2	4	2	1	3	0	0	0	0	0	0	0	0	0	0	15	32	144	27	7	108	
AIR TAXI	3	2	0	2	1	0	0	3	0	0	0	0	0	0	1	0	0	0	0	12	93	12	12	98	
FREIGHT FWRD	0	0	0	0	0	0	0	3	0	0	0	0	0	0	4	13	11	6	5	42	194	23	37	211	
AGENT & GROUP	0	1	1	5	0	0	0	11	0	0	0	0	0	0	0	0	0	0	24	42	259	30	23	80	
OTHER	1	0	3	0	3	1	0	4	0	0	1	0	0	0	0	0	0	0	12	25	160	17	14	86	
TOTAL	Current month	26	53	42	27	41	18	73	9	6	11	2	0	1	5	19	14	21	95	460					
	Year to date	308	594	421	285	321	131	594	155	81	147	21	24	2	46	156	62	66	743		4216				
	Previous month	22	65	60	41	54	14	92	17	7	26	5	0	1	4	25	6	2	111			576			
	Same month previous year	35	54	49	14	41	7	84	23	30	14	25	4	0	2	26	14	10	63				514		
	Previous year the same month	286	360	384	136	176	76	503	252	170	133	155	24	0	39	142	55	57	384					3466	

a/ Enplanement figures taken from Air Carrier Traffic Statistics for June 1970. b/ Alaska Airlines and Wien Consolidated now shown as Alaskan.
c/ Represents 332 letters received by the Board.