

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428



FOR RELEASE:

(202) 382-6031

IMMEDIATE
AUGUST 10, 1971

The Office of Consumer Affairs of the Civil Aeronautics Board reported an increase in complaints it received from consumers for July as compared with June, but a decrease from the previous year.

The trunk airlines averaged 1.87 complaints per 100,000 enplanements and the local service carriers 3.38. Western Airlines received the fewest complaints per 100,000 enplanements with .33. North Central rated as the highest individual carrier with 5.21 per 100,000 enplanements.

Complaints pertaining to oversales, fares, rates or refunds, personnel attitude, flight information, inflight services, cargo loss and failure to remit C.O.D. monies increased in July over June, while complaints of baggage either lost, damaged or delayed decreased.

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 71-127

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT

For the Month of JULY 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-flight Service	Service in General	Rate Discrim- ination	Racial Discrim- ination	Cargo				Misc.	Total					Complaints per 100,000 Enplanements *
	Canceled	Delayed	Overbook	Other	Lost	Damaged	Delay								COO	Loss	Damage	Delay		Current month	Year to date	Previous month	Same month previous year	Previous year thru same month	
AMERICAN	3	4	1	1	5	1	0	5	0	1	2	0	0	0	0	0	1	9	33	320	28	51	394	1.74	
BRANIFF	1	8	2	0	1	1	0	1	1	1	0	0	0	0	0	1	1	5	23	191	22	33	257	4.02	
CONTINENTAL	0	1	1	1	0	0	1	2	0	0	0	0	0	0	0	0	0	2	6	61	5	4	27	1.62	
DELTA	1	2	0	2	2	0	0	2	3	2	1	0	0	0	0	1	0	2	18	139	6	23	137	1.27	
EASTERN	1	2	3	3	1	2	1	5	2	1	2	0	0	0	0	0	1	8	32	535	39	28	387	1.64	
NATIONAL	1	1	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	2	8	116	6	6	66	1.63	
NORTHEAST	1	1	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	3	9	114	6	10	124	3.21	
NORTHWEST	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1	3	85	8	25	122	.78	
TRANS WORLD	0	0	5	3	3	1	0	8	1	2	1	0	1	0	0	1	2	6	35	392	29	61	334	2.43	
UNITED	0	1	5	1	3	1	0	3	1	1	2	0	0	0	0	0	1	2	21	299	31	55	287	.61	
WESTERN	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	76	4	4	80	.31	
PAN AMERICAN	0	1	1	1	4	0	0	2	0	0	0	0	0	1	0	1	0	4	15	292	23	54	217	1.33	
AIR WEST	2	3	1	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	9	77	11	8	57	3.11	
ALLEGHENY	1	1	3	1	1	2	0	2	0	0	1	0	0	0	0	0	0	2	14	95	3	15	98	2.76	
FRONTIER	3	1	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	2	9	54	2	18	91	3.56	
MOHAWK	0	1	3	1	0	0	0	1	0	0	1	0	0	0	0	0	0	2	1	10	44	7	13	125	4.22
NORTH CENTRAL	0	0	7	1	0	1	0	3	1	1	0	0	0	0	0	0	0	4	18	97	3	24	87	5.21	
OZARK	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0	2	6	68	2	19	113	2.70	
PIEDMONT	1	2	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	2	8	57	10	3	36	3.25	
SOUTHERN	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	39	5	1	16	1.36	
TEXAS INT'L	1	0	1	0	2	0	1	1	0	0	0	0	0	0	0	1	0	0	7	44	6	10	76	3.65	
CARIBAIR	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	39	5	5	43	2.33	
ALOHA	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	4	0	0	4	1.74	
HAWAIIAN	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	15	1	3	10	.56	
ALASKAN	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	5	20	0	3	25	5.21	
FOREIGN	2	6	13	2	3	0	0	9	1	2	2	0	0	0	0	2	0	10	52	444	45	70	314		
SUPPLEMENTAL	1	5	1	3	2	1	1	3	0	1	0	0	0	0	0	0	0	21	39	183	32	17	125		
AIR TAXI	3	2	2	0	2	0	1	2	0	0	0	0	0	0	1	0	0	2	15	108	12	19	117		
FREIGHT FWRD	0	0	0	0	0	0	0	4	0	0	0	0	0	0	5	8	5	8	32	226	42	31	242		
AGENT & GROUP	3	2	0	5	1	0	0	19	0	1	0	0	0	0	0	0	0	39	70	329	42	43	123		
OTHER	0	0	1	1	1	0	0	5	0	0	2	0	0	0	2	5	0	1	28	188	25	21	107		
TOTAL	Current month	25	46	56	29	33	12	6	83	14	15	2	1	1	8	24	9	8	535						
	Year to date	333	640	477	310	354	143	115	621	169	96	162	33	25	3	54	180	71	74	891		4751			
	Previous month	26	53	42	27	41	18	7	73	9	6	11	2	0	1	5	19	14	11	95			460		
	Same month previous year	70	77	57	35	32	7	18	105	53	32	22	22	2	0	11	14	10	6	104			677		
	Previous year thru same month	356	437	441	171	208	83	140	608	305	202	155	177	39	0	50	155	65	63	488				4143	