

# CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428



**FOR RELEASE:**

IMMEDIATE  
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(202) 382-6031

Complaints directed to the Civil Aeronautics Board's Office of Consumer Affairs by users of airline services decreased in September from the August level, the latest Consumer Affairs report shows.

Although the 705 complaints received last month were up from the 589 complaints of September a year ago, they were down from the 793 complaints received in August.

Complaints involving oversales showed the sharpest decline from August -- 133 to 77. There were only slight increases in complaints about flight delays, delay of baggage, fares, rates, refunds, personnel attitude and service in general.

Copies of the monthly report are available in the Board's Publication Services Section, Room 517, 1825 Connecticut Avenue, N. W., Washington, D. C., 20428.

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CAB 71-167

Civil Aeronautics Board  
Washington, D.C. 20428  
CONSUMER REPORT <sup>a/</sup>

1971  
For the Month of September

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-Flight Service	Service in General	Race Discrim- ination	Racial Discrim- ination	Cargo				Misc.	Total				
	Canceled	Delayed	Oversale	Other	Loss	Damage	Delay								COB	Loss	Damage	Delay		Current month	Year to date	Previous month	Same month previous year	Previous year thru same month
AMERICAN	3	3	6	1	3	0	1	7	4	0	1	1	0	1	0	2	0	0	6	41	395	33	38	476
BRANIFF	1	1	3	1	1	1	0	1	2	0	1	1	0	0	0	0	0	0	2	15	239	34	20	303
CONTINENTAL	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	4	77	12	7	40
DELTA	1	2	1	0	2	0	1	3	0	0	1	1	0	0	0	2	0	0	3	17	169	13	13	166
EASTERN	2	5	1	5	3	0	0	2	4	0	2	2	0	0	0	0	0	0	2	28	605	42	45	479
NATIONAL	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	1	5	137	16	10	79
NORTHEAST	4	3	2	2	1	0	0	3	1	0	0	1	0	0	0	1	0	0	0	18	143	11	2	146
NORTHWEST	2	5	3	1	0	0	0	4	1	1	0	0	0	0	0	0	0	0	4	21	120 <sup>c</sup>	16	11	149
TRANS WORLD	2	14	13	6	3	2	1	10	6	3	7	0	0	0	0	2	0	4	24	97	580	91	30	324
UNITED	0	3	2	4	2	2	1	4	1	1	2	3	0	0	1	1	0	0	15	42	369	28	35	377
WESTERN	0	1	1	2	0	1	0	3	1	0	1	0	0	0	0	0	0	0	1	11	101	14	16	109
PAN AMERICAN	4	4	4	2	1	1	0	6	8	1	2	1	0	0	1	1	0	1	12	43	380	39	43	326
AIR WEST	1	3	3	1	0	0	3	0	2	0	0	2	0	0	0	0	0	0	0	15	112	20	6	69
ALLEGHENY	1	1	1	1	0	1	0	2	0	1	0	0	0	0	0	0	0	0	1	9	113	9	5	123
FRONTIER	1	0	1	2	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	6	64	4	12	106
MOHAWK	2	1	0	1	1	2	0	1	0	1	0	0	0	0	0	0	0	0	1	10	62	8	13	153
NORTH CENTRAL	0	0	1	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	1	6	112	9	16	129
OZARK	0	0	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	82	10	3	120
PIEDMONT	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	6	68	5	8	51
SOUTHERN	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	3	43	1	3	22
TEXAS INT'L	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	1	4	53	5	13	93
CARIBAIR	0	0	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	48	5	2	49
ALOHA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4
HAWAIIAN	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	18	1	2	14
ALASKA	1	0	1	0	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	6	27	5	2	23
WIEN CONSOL.	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	4	12	0	0	9
FOREIGN	4	11	26	7	10	3	2	15	6	1	4	2	0	0	0	0	1	0	10	102	654	52	79	476
SUPPLEMENTAL	2	23	0	2	6	2	1	3	3	2	4	0	0	0	0	0	0	0	17	65	302	39	29	177
AIR TAXI	3	2	2	4	0	0	1	4	0	1	0	2	0	0	0	0	1	0	3	23	166	15	8	143
FREIGHT FWRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	4	0	3	11	275	32	28	306
AGENT & GROUP	1	3	0	10	1	0	0	26	0	1	0	0	0	0	0	0	0	0	25	57	485	70	66	245
OTHER	0	0	0	0	1	0	0	13	0	0	0	0	1	0	0	0	0	1	4	20	232	28	24	154
TOTAL	Current month	37	88	77	54	40	15	115	41	16	29	18	1	1	5	12	6	6	132	705 <sup>b</sup>				
	Year to date	406	797	687	432	325	174	846	247	128	207	62	27	5	66	207 <sup>c</sup>	84	82	1235 <sup>c</sup>		6247 <sup>c</sup>			
	Previous month	36	69	133	68	31	16	110	37	16	16	11	1	1	7	16	7	2	213			793		
	Same month previous year	43	85	49	20	23	12	101	22	16	25	11	11	0	7	22	9	8	107				589	
	Previous year thru same month	452	627	558	219	274	122	803	369	228	200	202	58	0	67	191	98	80	715					5440

- a/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaints has been made.  
b/ Represents 462 letters  
c/ Reflects errors in July report