

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
NOVEMBER 15, 1971

Users of airline services filed 598 complaints with the Civil Aeronautics Board's Office of Consumer Affairs during October, 1971, a slight increase over the same month a year ago but a decrease of 15 per cent from the 705 filed in September, 1971.

The number of complaints filed in October was 40 more than the 558 received by the office in October, 1970.

The latest report of the Office of Consumer Affairs lists decreases or no change from the month earlier in most complaint categories but complaints about flight information increased, from 16 in September to 24 last month.

In comparison with October, 1970, last month showed increases in complaints on reservation problems, personnel attitude, flight information, in-flight service and service in general. The seven other categories of complaints showed either decreases or no change.

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Attachment

CAB 71-184

Civil Aeronautics Board
Washington, D.C. 20418
CONSUMER REPORT ^{a/}

For the Month of OCTOBER 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					Reports per 100,000 Enplanements ^{b/}
	Canceled	Delayed	Oversale	Other	Loss	Damage	Delay								COO	Loss	Damage	Delay		Current month	Year to date	Previous month	Same month previous year	Previous year thru same month	
AMERICAN	2	7	4	2	3	1	2	8	8	4	2	3	0	0	0	0	0	15	61	456	41	27	503	3.23	
BRANIFF	0	1	2	0	1	0	0	1	0	0	0	1	0	0	1	0	0	4	11	250	15	14	317	2.00	
CONTINENTAL	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	3	80	4	1	41	.53	
DELTA	0	2	0	0	2	0	0	1	1	0	1	0	0	0	0	0	0	7	176	17	20	186	.46		
EASTERN	0	4	1	1	1	2	2	0	6	3	0	0	0	0	0	1	1	4	26	631	28	39	518	1.30	
NATIONAL	0	0	0	1	0	0	0	1	1	0	0	0	0	0	1	0	0	2	6	143	5	6	85	1.22	
NORTHEAST	0	1	1	3	1	1	0	5	2	0	1	1	0	0	0	0	0	0	16	159	18	7	153	5.76	
NORTHWEST	3	0	3	5	0	0	0	1	0	2	0	0	0	0	0	0	0	4	18	138	21	12	161	2.83	
TRANS WORLD	0	9	18	1	3	0	2	9	8	5	2	2	0	0	0	0	0	32	91	671	97	60	384	6.35	
UNITED	0	0	2	2	1	1	0	4	2	0	0	1	0	0	0	0	1	6	20	389	42	26	403	.79	
WESTERN	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	2	0	1	7	108	11	11	120	1.04	
PAN AMERICAN	3	3	2	4	1	0	0	9	4	0	1	0	0	0	0	0	0	10	37	417	49	38	364	3.42	
AIR WEST	0	0	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	1	7	119	15	4	73	2.44	
ALLEGHENY	5	2	3	0	0	1	1	2	0	1	0	2	0	0	0	0	1	4	22	135	9	19	142	3.90	
FRONTIER	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	5	69	6	6	112	1.86	
MOHAWK	2	4	5	3	0	0	0	1	1	1	0	0	0	0	0	0	0	3	20	82	10	13	166	8.92	
NORTH CENTRAL	0	2	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	5	117	6	7	136	1.35	
OZARK	0	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	6	88	4	6	126	2.44	
PIEDMONT	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	2	7	75	6	4	55	2.62	
SOUTHERN	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	1	0	0	4	47	3	5	27	2.29	
TEXAS INT'L	1	1	2	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	7	60	4	2	95	3.20	
CARIBAIR	0	0	0	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	4	52	4	4	53	7.14	
ALORA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4	0.00	
HAWAIIAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	2	1	15	0.00	
ALASKA	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	29	6	3	26	3.33	
WIEN CONSOL.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	4	1	10	0.00	
FOREIGN	1	2	4	2	5	1	1	10	2	3	0	0	0	0	0	0	0	9	40	694	102	51	527		
SUPPLEMENTAL	1	10	0	2	4	4	1	5	1	2	1	0	0	0	0	0	0	18	49	351	65	32	209		
AIR TAXI	10	6	0	0	1	1	0	1	1	1	0	0	0	0	1	0	0	1	23	189	23	12	155		
FREIGHT FWRD	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	6	1	2	9	21	296	11	39	345	
AGENT & GROUP	2	5	0	3	0	1	1	15	0	1	1	0	0	0	0	0	0	22	51	536	57	67	312		
OTHER	0	0	0	0	0	0	1	6	0	0	0	0	0	0	0	1	2	3	9	22	254	20	21	175	
TOTAL	Current month	31	60	52	34	29	13	88	41	24	10	12	0	0	5	12	6	8	161	598 ^{c/}					
	Year to date	437	857	739	466	454	187	934	288	152	217	74	27	5	71	219	90	90	1396		6845				
	Previous month	37	88	77	54	40	15	115	41	16	29	18	1	1	5	12	6	6	132			705			
	Same month previous year	43	71	39	27	33	10	92	15	14	9	4	4	0	8	26	20	10	116				558		
	Previous year thru same month	495	698	597	246	307	132	194	895	384	242	209	206	62	0	75	217	118	90	831				5998	

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/ Enplanement figures are taken from CAB Form 41 for August 1971. These are the most recent enplanement figures available to the Board.

c/ Represents 359 letters