

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
DECEMBER 9, 1971

The number of complaints received by the Civil Aeronautics Board's Office of Consumer Affairs increased in November 1971 compared to the previous month as well as November 1970.

Complaints concerning fares, rates, refunds and personnel attitude more than doubled in November over October.

Of the trunk carriers, American, Northeast and Northwest showed decreases in the number of complaints compared to the previous month. United had the lowest number of complaints per 100,000 enplanements of the trunks (based on September 1971 enplanement figures) while Air West took similar honors for the local service carriers.

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Attachment

CAB 71-192

Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER REPORT 3/

For the Month of NOVEMBER 1971

CARRIER	Flights		Reservations		Baggage			Fares-Rates & Refunds	Personnel Attitude	Flight Info.	In-flight Service	Service in General	Rate Discrimination	Racial Discrimination	Cargo				Mac.	Total					Reports per 100,000 Enplanements M/	
	Canceled	Delayed	Overstay	Other	Lost	Damage	Delay								COG	Loss	Damage	Delay		Current month	Year to date	Previous month	Same month previous year	Previous year three month		
AMERICAN	3	3	4	2	2	3	2	6	4	1	1	5	0	0	0	0	0	2	12	50	506	61	23	526	3.17	
BRANIFF	0	5	2	0	0	0	0	5	0	2	0	4	0	0	0	1	1	0	2	22	277	11	21	338	4.80	
CONTINENTAL	0	2	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	1	8	88	3	11	52	1.79	
DELTA	0	8	1	2	3	0	1	5	1	0	1	1	0	0	0	0	1	1	4	29	205	7	13	199	2.27	
EASTERN	1	6	3	3	2	0	4	8	2	1	2	2	0	0	1	1	0	0	9	45	676	26	27	545	2.80	
NATIONAL	1	0	0	3	2	1	1	1	2	0	0	0	0	0	1	0	0	0	7	19	162	6	7	92	4.82	
NORTHEAST	1	0	2	0	1	0	0	2	0	0	0	0	0	0	0	1	0	0	7	9	168	16	13	166	4.31	
NORTHWEST	2	0	1	0	0	0	0	2	1	1	1	1	0	0	0	0	0	0	4	13	151	18	6	167	2.43	
TRANS WORLD	3	13	15	7	2	0	0	20	5	2	5	1	0	0	0	1	0	0	29	103	774	91	33	417	8.51	
UNITED	0	3	4	3	3	0	0	9	2	1	0	1	0	0	0	0	0	0	5	31	420	20	36	439	1.50	
WESTERN	1	0	1	1	0	0	1	4	1	1	0	1	0	0	0	0	0	0	1	12	120	7	11	131	2.28	
PAN AMERICAN	0	6	1	1	5	1	1	7	1	3	4	0	0	0	0	0	0	0	15	45	462	37	31	395	4.85	
AIR WEST	0	0	2	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5	124	7	9	82	1.95	
ALLEGHENY	1	4	2	2	1	1	1	1	1	2	0	5	0	1	0	0	0	0	2	24	159	22	20	162	4.61	
FRONTIER	2	1	0	2	0	0	0	3	2	0	0	1	0	0	0	0	0	0	2	13	82	5	18	130	6.07	
MOHAWK	0	2	5	1	1	0	0	2	1	1	0	1	0	0	0	0	0	1	1	16	98	20	11	177	7.80	
NORTH CENTRAL	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	2	6	123	5	6	142	1.98	
OZARK	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2	5	93	6	5	111	2.25	
PIEDMONT	0	0	0	4	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	6	81	7	6	61	2.55	
SOUTHERN	0	0	1	0	1	0	0	2	1	0	0	2	0	0	0	0	1	0	1	9	56	4	1	28	5.92	
TEXAS INT'L	0	1	2	0	0	1	1	3	0	0	0	0	0	0	0	0	0	0	1	9	69	7	7	102	4.95	
CARIBAIR	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	53	4	3	56	3.03	
ALOMA	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	3	7	0	0	4	1.61	
HAWAIIAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	0	0	15	0.00	
ALASKA	0	0	0	0	0	0	0	4	1	0	0	1	0	0	0	0	0	0	0	6	35	2	4	30	15.38	
WIEN CONSOL.	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	3	15	0	0	10	10.71	
FOREIGN	3	4	9	3	6	4	3	17	5	1	2	0	0	0	0	1	1	0	16	75	769	40	42	569		
SUPPLEMENTAL	1	5	1	0	9	4	2	0	0	0	1	0	0	0	0	0	0	0	7	30	381	49	9	218		
AIR TAXI	2	2	1	0	0	0	2	4	1	0	0	0	0	0	0	0	0	0	1	13	202	23	10	165		
FREIGHT FWD	0	0	0	0	0	0	0	5	0	0	0	0	0	0	2	8	5	4	9	33	329	21	32	377		
AGENT & GROUP	2	1	0	9	1	0	0	31	2	0	0	0	0	0	0	0	0	0	17	63	599	51	21	333		
OTHER	1	3	0	1	0	0	0	2	0	2	1	0	0	0	0	0	0	1	4	15	269	22	12	187		
TOTAL	Current month	24	69	58	47	41	15	20	152	33	20	18	26	0	1	4	14	10	9	160	721					
	Year to date	461	926	797	513	495	202	162	1086	321	122	235	100	27	6	75	233	100	99	1556		7566				
	Previous month	31	60	52	34	29	13	12	88	41	24	10	12	0	0	5	12	6	8	161			598			
	Same month previous year	39	34	37	8	22	7	11	65	15	11	21	14	1	0	8	21	10	11	113				448		
	Previous year three month	534	732	634	254	329	139	205	960	399	253	230	220	63	0	83	238	128	101	944					6446	

a/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaint is made.

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

c/ Represents 461 letters

