

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE
DECEMBER 5, 1973
CAB 73-222

(202) 382-6031

The Civil Aeronautics Board's Office of Consumer Affairs handled 1,497 complaints during October, bringing the 10-month total to 12,742, nearly 41 percent more than the 9,042 handled during the corresponding 1972 period.

Flight problems accounted for the greatest number of complaints during the first 10 months of the year, a total of 3,079. Of that total, flight delays accounted for 1,709 and canceled flights, 900. Other flight irregularities accounted for the remaining 470 flight complaints.

During the 10-month period, the Office also received 1,081 complaints on reservations problems. There were also 627 complaints on loss of baggage and 303 on baggage damage during the period.

Aloha Airlines, with fewer than one complaint per 100,000 enplanements, had the best consumer service showing among all carriers for the month of October. Western Air Lines, with 2.30 complaints per 100,000 enplanements, had the best showing among the trunklines. The greatest numbers per 100,000 enplanements were Braniff Airways, with 10.56 and Allegheny Airlines, with 9.90.

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Civil Aeronautics Board
Washington, D.C. 20420

CONSUMER REPORT

For the Month of October 1973

CARRIER	Number of Letters	Flights			Reservations				Baggage					Fees & Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	Discrimination					Cargo						Total					Monthly Explanations by (DBB on file)	Reports per 100,000 Enplanements					
		Cancellations	Delayed	Irregularities	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates	Racial						Sex	OOB	Loss	Damage	Delay	Other	Rates	Other	Current month	Year to date	Previous month	Same month previous year	Previous year (100 same month)										
																																Other	Current month	Year to date			Previous month	Same month previous year	Previous year (100 same month)		
AMERICAN	89	7	17	5	8	12	1	3	5	4	2	0	14	7	14	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	130	1268	81	82	522	2087	5.90
BRANIFF	48	3	14	3	1	3	3	4	6	4	1	1	8	5	3	3	1	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	9	75	489	51	29	263	701	10.56	
CONTINENTAL	14	0	2	0	2	0	0	0	1	0	0	0	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	18	121	9	11	118	656	2.60				
DELTA	50	6	6	4	1	6	0	5	1	2	0	0	12	2	0	1	0	0	1	0	0	2	1	1	0	0	6	57	575	27	33	514	2256	2.34							
EASTERN	104	9	14	4	5	14	4	10	4	3	0	0	26	3	2	7	9	0	0	1	2	0	0	0	0	0	2	11	130	2014	88	73	851	2450	5.10						
NATIONAL	28	1	1	1	2	1	0	2	1	2	0	1	4	4	1	3	0	0	0	0	1	0	0	0	0	0	0	12	37	447	14	29	256	617	5.83						
NORTHWEST	27	0	6	2	1	2	1	1	0	1	0	1	2	4	1	2	0	0	0	0	0	0	0	0	0	0	0	9	33	260	23	13	204	801	4.11						
TRANS WORLD	98	3	21	4	5	24	7	7	2	6	0	3	21	5	3	5	0	0	1	0	0	0	0	0	0	0	19	136	872	96	106	746	1637	8.30							
UNITED	93	5	12	3	7	9	3	9	4	2	4	2	24	9	7	7	0	0	0	0	0	1	0	0	0	0	17	125	868	75	78	609	3046	4.10							
WESTERN	15	0	2	0	3	4	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	6	19	179	21	19	118	825	2.30							
PAN AMERICAN	79	0	13	2	14	7	1	8	2	3	1	0	12	3	3	3	6	0	0	0	2	0	2	1	0	18	101	934	69	64	410	1059	9.06								
AIR WEST	18	2	5	0	1	2	1	1	1	0	1	1	4	1	1	1	0	0	0	0	0	0	0	0	0	0	2	24	165	6	12	106	352	6.25							
ALLEGHENY	59	12	18	4	9	7	1	2	0	5	0	1	2	15	5	5	3	0	0	0	2	0	0	0	0	7	98	673	38	60	564	969	9.90								
FRONTIER	8	2	2	0	1	1	0	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	2	12	108	5	8	123	338	2.95							
NORTH CENTRAL	13	1	1	4	2	3	0	0	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	16	146	11	12	136	422	3.80								
OZARK	8	2	2	0	3	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	10	129	12	6	112	258	4.30								
PIEDMONT	8	0	2	0	1	3	0	0	0	0	0	0	2	1	0	0	1	0	0	0	0	0	0	0	0	0	12	110	16	2	56	333	3.60								
SOUTHERN	8	0	1	2	0	0	0	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	1	10	86	3	10	63	247	4.04								
TEXAS INTL	6	0	0	0	1	0	0	0	0	1	0	0	2	1	0	1	0	0	0	0	0	0	0	0	0	1	7	80	6	12	119	204	3.43								
CARIBBEAN	2	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	12	0	4	22	0	0.00								
ALOMA	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	19	0	0	9	210	.95								
HAWAIIAN	4	0	0	0	1	0	0	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5	25	2	2	20	304	1.64								
ALASKA	4	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	5	81	1	23	194	71	5.63								
WED CONSOL.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	11	6	1	22	45	2.22								
FOREIGN	117	6	26	2	14	14	1	21	4	1	3	1	16	2	3	1	2	0	0	0	1	1	3	1	1	13	137	1057	139	120	1007										
SUPPLEMENTAL	86	1	40	11	1	6	0	12	11	0	2	0	2	2	2	2	0	0	0	0	0	0	0	0	0	41	131	719	97	32	372										
AIR TAXI	18	5	0	0	2	2	0	4	1	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	20	246	14	18	206										
FREIGHT WDR	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	3	5	11	2	7	1	40	265	25	20	280											
AGENT & GROUP	67	0	2	1	0	2	0	0	0	0	0	0	8	0	2	0	0	0	0	0	0	0	0	0	0	61	76	591	57	79	598										
OTHER	26	0	0	0	0	2	0	1	1	2	0	1	1	2	0	0	0	0	0	3	1	4	2	1	1	6	28	192	19	23	532										
TOTAL	1125	65	209	52	86	124	23	96	50	38	15	12	175	74	51	50	21	1	4	19	12	15	22	7	11	26	1497														
		3761	900	1709	470	862	081	173	27	303	344	200	78	1413	661	670	361	112	9	48	100	40	128	103	66	05	2079			1274											
		750	43	135	31	67	88	19	36	28	28	19	5	121	53	41	33	8	0	5	10	12	13	7	2	6	201			1011											
		745	63	97	10	100	75	22	39	21	24	6	3	130	52	22	30	7	2	10	19	20	9	16	4	7	193						981								
		5431	546	868	292	877	849	119	400	191	230	115	41	1014	406	259	226	170	15	59	96	174	108	129	79	101	1678						9042								

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

Enplanement figures are taken from CAB Form 41 for August, 1973; the most recent available to the Board.

Based on passenger complaints only; cargo complaints have been eliminated.

Represents 1,030 letters received. Ninety-five letters had complaints against more than one carrier.

Acquired by Eastern Air Lines, Inc. on May 15, 1973.