

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
JANUARY 10, 1974
CAB 74-6

The Civil Aeronautics Board's Office of Consumer Affairs handled 14,760 complaints from air travelers and shippers during 1973. This is an increase of 4,240 over the preceding year when 10,520 complaints were processed.

Chief causes of complaint continue to be flight irregularities, reservations and baggage problems.

In releasing the monthly reports for November and December, the Office of Consumer Affairs noted a drop in total complaints received in December 1973 (783) compared with December 1972 (816).

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Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of November 1973

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info	In-flight Service	Service in General	Discrimination			Cargo							Other	Total					Monthly Enplanements b/ (000 omitted)	Reports per 100,000 Enplanements c/
		Canceled	Delayed	Irregularities	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COB	Loss	Damage	Delay	Other	Rates	Current month	Year to date		Previous month	Same month previous year	Previous year this same month				
AMERICAN	87	8	15	4	8	8	2	3	4	3	6	22	6	17	2	0	0	1	1	2	2	0	0	13	131	1399	130	54	584	1765	7.03				
BRANIFF	46	2	14	3	1	4	2	1	3	3	0	6	14	7	2	0	0	0	0	1	1	0	0	1	18	83	572	75	42	301	576	13.90			
CONTINENTAL	14	0	0	1	1	1	0	0	1	0	0	2	0	1	0	0	0	0	0	0	0	1	0	9	17	138	18	17	133	496	3.23				
DELTA	39	1	4	1	4	6	2	4	0	2	2	7	4	2	0	0	0	0	0	0	1	0	0	4	44	619	57	40	456	1812	2.40				
EASTERN	73	4	16	2	3	10	2	7	4	4	4	14	4	3	3	1	0	0	0	0	0	0	0	11	92	2106	130	88	942	1846	5.00				
NATIONAL	23	3	6	0	3	1	0	0	1	1	1	0	6	1	4	0	0	0	0	0	0	0	0	6	33	480	37	21	288	480	6.90				
NORTHWEST	23	1	5	2	5	1	1	0	0	1	0	4	3	1	2	0	0	0	0	0	0	0	0	2	28	288	33	16	220	639	4.40				
TRANS WORLD	78	9	4	4	2	18	11	7	2	3	1	13	6	2	1	0	0	2	0	0	0	1	0	1	15	106	978	136	85	844	1653	6.30			
UNITED	67	4	10	3	5	7	1	5	2	4	4	0	19	5	3	5	1	1	0	0	0	1	0	13	93	961	125	46	646	2396	3.84				
WESTERN	21	3	1	3	2	3	0	1	0	0	0	4	1	1	0	0	0	0	0	0	0	0	0	5	24	203	19	12	127	637	3.80				
PAN AMERICAN	53	3	8	4	1	5	0	8	3	2	3	0	6	1	2	0	3	0	0	0	2	1	0	9	61	995	101	37	457	1756	3.30				
AIR WEST	20	2	17	0	2	1	0	2	0	1	2	0	0	0	1	2	0	0	0	0	1	0	0	1	2	34	199	24	5	114	294	10.90			
ALLEGHENY	54	14	11	2	10	11	0	3	2	3	1	1	5	6	7	0	0	0	0	0	0	0	0	8	84	757	98	52	614	856	9.80				
FRONTIER	11	1	1	1	1	1	0	1	0	1	0	0	2	1	0	0	0	0	0	0	0	0	0	2	12	120	12	14	131	271	4.43				
NORTH CENTRAL	13	0	1	3	3	1	0	0	0	1	2	0	1	2	0	0	0	0	0	0	0	0	0	1	15	161	16	15	149	335	4.50				
OZARK	7	1	0	0	1	2	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	3	10	139	10	24	129	220	4.50				
PIEDMONT	11	2	1	1	0	1	0	0	1	0	1	0	3	2	0	1	0	0	0	0	0	0	0	2	15	125	12	4	60	284	5.30				
SOUTHERN	8	2	1	0	0	0	0	0	1	1	0	0	1	1	0	1	0	0	0	1	0	0	0	1	10	96	10	11	76	209	4.30				
TEXAS INT'L	13	2	3	0	1	2	0	0	1	1	1	0	0	2	0	0	0	0	0	0	1	1	0	0	15	95	7	5	128	165	7.90				
CARIBAIR e/	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	13	2	2	25	0	0.00				
ALOHA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19	2	0	10	139	0.00					
HAWAIIAN	2	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	29	5	1	19	336	1.20					
ALASKA	3	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	85	5	8	198	47	8.51					
WIEN CONSOL.	4	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0	1	0	0	1	5	16	1	0	23	28	7.14				
FOREIGN	95	7	13	5	7	11	1	10	8	8	2	1	15	2	2	3	3	0	0	0	0	0	0	21	119	1176	137	113	1102						
SUPPLEMENTAL	42	0	18	3	1	1	0	5	4	3	1	0	0	2	0	2	0	0	0	0	0	0	0	22	62	784	131	23	409						
AIR TAXI	23	1	0	2	5	4	0	2	1	0	1	0	4	0	0	0	0	0	1	0	0	0	0	2	23	269	20	14	226						
FREIGHT FWDR	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	7	4	5	2	6	4	31	296	40	22	306					
AGENT & GROUP	46	2	1	0	0	1	0	0	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	41	56	647	76	54	716						
OTHER	23	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	0	1	16	23	215	28	24	271						
TOTAL	Current month	924	74	153	44	68	100	22	60	39	43	32	9	149	64	53	24	8	1	3	7	13	11	14	3	10	231	235							
	Year to date	9685	974	1862	514	930	1181	195	687	342	387	232	87	1562	725	723	385	120	10	51	07	153	139	117	69	1152	310	3977							
	Previous month	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	265		1497						
	Same month previous year	668	57	75	21	86	57	9	44	22	10	12	6	145	42	22	18	5	0	12	10	22	8	9	2	6	149		849						
	Previous year this same month	7073	572	955	295	915	916	114	449	219	251	135	48	1149	453	286	257	158	13	69	113	181	106	128	109	113	1700		9704						

a/ 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.

b/ Enplanement figures are taken from CAB Form 41 for September 1973; the most recent available to the Board.

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

d/ Represents 853 letters received. Seventy-one letters had complaints against more than one carrier.

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

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of December, 1973

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	Discrimination		Cargo							Other	Total					Monthly Enplanements b/ (000 omitted)	Reports per 100,000 Enplanements c/
		Cancl'd	Delayed	Irregularities	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COB	Loss	Damage	Delay	Other	Rates	Current month		Year to date	Previous month	Same month previous year	Previous year thru same month			
AMERICAN	67	6	4	4	12	9	3	6	0	1	1	0	11	3	6	1	0	1	0	1	1	0	1	1	0	9	81	1480	131	89	673	1868	4.12	
BRANIFF	30	1	8	1	2	1	0	0	3	2	0	0	5	8	1	1	0	0	1	0	0	0	0	0	0	9	43	615	83	20	321	629	6.84	
CONTINENTAL	7	0	0	0	1	2	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	7	145	17	7	140	496	1.41		
DELTA	25	1	0	1	0	6	1	1	3	1	2	0	6	0	0	0	0	0	0	0	0	1	0	0	0	3	26	645	44	41	497	1933	1.30	
EASTERN	47	1	4	3	5	11	0	7	2	2	2	0	8	1	2	1	2	0	0	2	1	1	0	1	0	9	65	2171	92	128	1070	1987	3.02	
NATIONAL	15	3	2	1	1	1	0	0	3	0	0	0	1	0	1	1	0	0	0	1	0	0	0	0	2	17	497	33	41	329	511	3.13		
NORTHWEST	16	0	1	0	3	2	0	1	0	1	0	0	5	0	0	1	0	0	0	0	0	0	1	0	0	6	21	309	28	17	237	668	3.00	
TRANS WORLD	42	5	5	1	2	6	5	3	3	2	1	0	11	4	2	1	0	0	0	1	1	0	0	0	8	61	1039	106	83	927	1552	3.80		
UNITED	45	3	4	2	5	5	0	5	2	2	0	0	11	7	2	1	0	0	0	0	0	0	0	0	5	54	1015	93	46	692	2453	2.20		
WESTERN	19	3	0	1	3	1	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	7	20	223	24	9	136	626	3.20		
PAN AMERICAN	43	2	4	1	4	3	0	9	0	0	1	1	9	3	1	1	1	0	0	1	1	0	1	0	10	54	1049	61	45	502	1535	3.26		
AIR WEST	4	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	203	34	15	129	302	1.32		
ALLEGHENY	47	17	10	2	4	6	0	2	4	3	0	0	4	4	4	1	0	0	0	0	0	0	0	0	5	66	823	84	46	660	905	7.30		
FRONTIER	6	2	0	0	2	2	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	128	12	12	143	280	2.86		
NORTH CENTRAL	4	0	0	1	0	1	0	0	0	0	1	0	2	0	1	0	0	0	0	0	0	0	0	0	0	6	167	15	12	161	356	1.70		
OZARK	10	1	2	3	0	1	4	0	0	1	0	0	3	3	1	1	0	0	0	0	0	0	0	0	0	20	159	10	14	143	252	7.94		
PIEDMONT	7	0	0	1	0	1	1	1	0	0	1	0	3	1	0	0	0	0	0	0	0	0	0	0	1	10	135	15	4	64	315	3.50		
SOUTHERN	2	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	98	10	1	77	221	0.90		
TEXAS INT'L	3	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	5	100	15	10	138	175	2.86		
CARIBAIR e/	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	1	3	28	29	0.00		
ALOHA	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	21	0	1	11	155	1.30		
HAWAIIAN	4	1	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	33	4	3	22	223	1.80		
ALASKA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	85	4	3	201	68	0.00		
WIEN CONSOL.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	5	0	23	26	0.00		
FOREIGN	58	2	1	3	4	7	1	10	4	0	2	1	13	2	4	2	1	0	0	2	0	1	0	0	7	67	1243	119	60	1162				
SUPPLEMENTAL	34	1	14	4	0	0	0	2	6	0	2	0	0	3	2	2	0	0	0	0	0	0	0	0	16	52	833	62	17	426				
AIR TAXI	12	4	0	0	1	1	0	0	0	1	1	0	3	0	1	0	0	0	0	0	0	0	0	0	0	12	281	23	14	240				
FREIGHT FWDR	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	10	0	2	1	2	1	19	315	31	16	322				
AGENT & GROUP	37	0	0	1	0	1	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	28	40	687	56	44	760				
OTHER	17	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	1	0	0	7	17	232	23	15	286				
TOTAL	Current month	620	54	61	33	50	71	15	52	30	17	14	2	113	41	28	14	4	1	1	9	19	5	7	3	3	136	783						
	Year to date	10305	1028	1923	547	980	1252	2107	739	372	404	246	89	1675	766	751	399	124	11	52	16	172	144	124	72	1182	446		14760					
	Previous month	924	74	153	44	68	100	22	60	39	43	32	9	149	64	53	24	8	1	3	7	13	11	14	3	10	231			1235				
	Same month previous year	610	74	95	35	58	57	10	31	21	22	14	3	106	32	33	20	16	3	4	6	11	7	13	6	10	129			816				
	Previous year thru same month	7683	646	1050	330	973	973	1244	80	240	273	149	51	1255	485	319	277	174	16	73	19	192	113	14	115	123	1829				10520			

a/ 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.

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

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

d/ Represents 576 letters received. Forty-four letters had complaints against more than one carrier.

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