

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
FEBRUARY 21, 1974
CAB 74-38

The Civil Aeronautics Board's Office of Consumer Affairs received 1,370 letters of complaint during the first month of 1974. The letters contained 1,863 complaints, an increase of 105 over the January, 1973 figure of 1,758.

The supplemental carriers are listed for the first time in the January, 1974 report.

Capitol International Trans-International led the list of supplemental air carriers for complaints lodged with the Office of Consumer Affairs. Capitol had 43; Trans-International, 26.

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ATTACHMENT

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT ^{a/}

For the Month of January, 1974

CARRIER	Number of Letters	Flights			Reservations			Baggage				Fares & Refunds	Customers Treated	Flight Info	Inflight Service	Service in General	Discrimination		Cargo							Other	Total					Monthly Enplanements b (100 omitted)	Repairs per 100,000 Enplanements c	
		Canceled	Delayed	Irregularities	Overbook	Problem	Ticketing	Loss	Damage	Delay	Other						Rates	Racial	Pass	COG	Loss	Damage	Delay	Other	Rates		Current month	Year to date	Previous month	Same month previous year	Previous year the same month			
AMERICAN	109	10	17	5	16	15	0	12	2	3	3	1	14	4	6	1	0	0	0	1	1	2	1	5	123	123	61	316	316	1,903	6.20			
BRADIFF	59	5	23	3	11	4	1	4	2	7	1	0	7	22	2	4	1	0	0	0	2	3	2	0	5	109	109	43	92	92	675	15.11		
CONTINENTAL	15	0	0	0	2	2	0	2	2	1	0	0	3	4	2	2	0	0	0	0	0	0	0	0	20	20	7	17	17	551	3.63			
BELTA	59	6	12	3	6	10	0	2	1	2	1	1	6	3	3	1	0	0	0	0	0	0	0	11	70	70	26	81	81	2,069	3.38			
EASTERN	186	18	70	11	17	26	10	29	5	9	4	0	23	18	17	45	6	0	1	0	0	1	2	2	0	17	295	295	65	333	333	2,170	13.36	
NATIONAL	59	9	18	3	4	9	3	3	1	0	5	0	7	8	2	3	1	0	0	0	1	0	1	0	10	86	86	17	76	76	567	15.17		
NORTHWEST	41	2	12	2	3	5	2	4	0	3	0	0	2	3	0	2	1	0	0	0	0	1	0	0	6	48	48	21	32	32	697	6.74		
TRANS WORLD	61	12	9	1	0	5	4	3	1	2	0	1	14	2	1	0	0	0	0	0	1	1	0	0	1	10	66	66	61	75	75	172	5.7	
UNITED	107	18	27	3	11	8	3	3	5	6	6	0	10	9	7	6	0	0	0	0	0	1	1	0	1	13	138	138	54	178	178	2,634	5.13	
WESTERN	23	2	3	0	5	5	1	1	0	1	0	0	4	2	3	0	0	0	0	0	1	0	0	0	3	31	31	20	17	17	609	4.93		
PAN AMERICAN	70	2	8	4	11	5	2	9	2	3	1	0	11	10	3	1	0	0	0	1	1	0	1	2	1	9	87	87	54	82	82	739	10.96	
AIR WEST	29	7	7	3	3	2	0	1	0	1	1	1	3	6	2	0	0	0	0	0	0	0	0	0	4	41	41	4	20	20	314	13.06		
ALLEGHENY	107	49	14	12	8	8	3	4	1	4	1	0	16	17	26	3	7	0	0	0	1	0	1	0	8	183	183	66	131	131	1,010	17.92		
FRONTIER	19	3	1	2	1	4	3	0	0	1	0	0	1	5	3	0	0	0	0	0	0	0	0	0	3	27	27	0	12	12	283	9.38		
NORTH CENTRAL	8	1	0	0	2	1	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	4	12	12	6	21	21	335	1.58		
OZARK	24	2	4	1	9	3	0	0	1	2	1	0	2	1	4	0	0	0	0	0	0	0	0	0	0	30	30	20	25	25	254	11.81		
PIEDMONT	11	3	1	2	0	0	1	0	0	1	0	0	2	1	0	1	0	0	0	0	0	0	0	0	2	14	14	10	8	8	292	4.80		
SOUTHERN	9	4	4	0	1	1	0	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	15	15	2	14	14	219	6.40		
TEXAS INT'L	18	6	0	1	1	2	0	2	1	1	0	0	2	0	1	0	0	0	0	0	0	0	1	0	1	19	19	5	11	11	185	9.73		
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	0	0	3	3	0	0.00		
ALPHA	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	0	0	2	5	5	142	0.00	
HAWAIIAN	8	0	1	1	2	0	0	0	3	1	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	73	13	4	1	1	1	199	6.53	
ALASKA	4	1	0	1	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	6	6	0	10	10	32	8.75		
WIEN CONSOL.	2	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	21	9.52	
FOREIGN	58	4	13	2	16	9	0	11	3	6	2	4	21	7	2	0	0	0	0	0	0	1	0	0	0	15	116	116	67	96	96			
CAP. INT'L AIRWAYS, INC.	21	0	16	3	0	2	0	3	1	3	0	0	1	2	0	1	0	0	0	0	0	0	0	0	0	11	43	43	11	11	11			
JOHNSON FLYING SERV., INC.	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	0	0	0	0	0	0		
MCULLOCH INT'L AIRLINES	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	0	0	0	0	0	0		
MODERN AIR TRANS., INC.	5	0	4	0	1	2	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	10	10	10	10	10			
OVERSEAS NAT'L AIRWAYS, INC.	8	0	4	2	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	13	13	10	4	4			
SATURN AIRWAYS, INC.	3	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	4	10	0	0				
TRANS INT'L AIRLINES, INC.	17	0	12	1	0	0	0	1	0	7	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	6	26	26	4	9	9			
WORLD AIRWAYS, INC.	3	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	4	3	1	1			
FOREIGN SUPP.	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4	4	4	3	3				
AIR TAXI	31	4	1	1	5	5	0	3	0	7	1	0	4	2	2	0	0	0	0	0	0	0	0	0	2	37	37	12	14	14				
FREIGHT FWD.	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	7	3	4	3	6	25	40	40	19	25	25				
AGENT & GROUP	66	1	2	0	0	2	2	0	0	0	0	0	12	2	2	0	0	0	0	0	0	0	0	0	49	72	72	40	38	38				
OTHER	51	1	1	0	2	4	0	2	0	0	0	0	3	0	4	0	1	0	0	2	3	5	3	0	1	23	55	55	17	27	27			
a/ Current month	1370	171	286	67	139	140	35	93	36	70	32	8	177	133	97	42	17	0	1	5	19	16	16	10	11	242	1863							
Year to date	1370	171	286	67	139	140	35	93	36	70	32	8	177	133	97	42	17	0	1	5	19	16	16	10	11	242	1863							
Previous month	620	54	61	33	50	71	15	52	30	17	14	2	113	41	26	14	4	1	1	9	19	5	7	3	3	136		703						
Same month previous year	1142	218	283	71	114	135	16	53	29	66	22	9	135	110	124	41	22	3	7	5	21	9	25	4	10	226			1758					
Previous year the same month	1142	218	283	71	114	135	16	53	29	66	22	9	135	110	124	41	22	3	7	5	21	9	25	4	10	226				1758				

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- ^{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 November, 1973; the most recent available to the Board.
- ^{c/} Based on passenger complaints only; cargo complaints have been eliminated.
- ^{d/} Represents 1,272 letters received. Ninety-eight letters had complaints against more than one carrier.
- ^{e/} Acquired by Eastern Air Lines, Inc., on May 15, 1973.
- ^{f/} Limited operations due to strike during month of November, 1973.