CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE
APRIL 18, 1974
CAB 74-78

(202) 382-6031

The Civil Aeronautics Board's Office of Consumer Affairs handled 1,501 passenger and shipper complaints during March, 187 more than they handled during March, 1973, the Office reported today.

The Office handled a total of 5,147 complaints during the first three months of 1974, an increase of 949 over the January-March, 1973, total.

The Office of Consumer Affairs reported that five airlines had complaint rates greater than 10 per 100,000 enplanements. They were National Airlines, with 13.06; Pan American World Airways, with 12.79; Allegheny Air Lines, 11.75; Braniff Airways, 11.20; and Eastern Air Lines, 10.20.

Continental Air Lines, with 1.95 reported the lowest complaint rate per 100,000 enplanements among the major air carriers.

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Attachment

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of March 1974

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/
		Cancls	Delayed	Irregularities	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COD	Loss	Damage	Delay	Other	Rates		Current month	Year to date	Previous month	Same month previous year	Previous year thru same month		
AMERICAN	95	6	11	5	13	10	1	14	6	5	4	0	19	3	4	2	0	1	0	0	1	0	2	2	1	13	124	406	159	130	613	1635	7.21
BRANIFF	65	7	10	2	3	9	0	6	0	4	2	0	10	4	4	2	1	0	0	0	4	1	0	1	0	13	84	297	111	44	131	687	11.20
CONTINENTAL	11	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	7	1	56	27	17	43	512	1.95
DELTA	62	2	6	2	5	12	1	5	3	1	1	0	8	2	9	1	0	0	0	0	0	4	0	0	0	3	66	210	74	65	196	2061	3.00
EASTERN	171	14	35	12	15	29	3	23	7	12	5	1	13	8	7	12	3	0	0	0	1	1	0	2	0	20	228	788	265	276	841	2195	10.20
NATIONAL	55	7	17	1	14	10	1	1	0	0	4	0	6	3	3	3	1	1	1	0	0	0	0	0	0	8	81	233	64	66	181	620	13.06
NORTHWEST	13	3	2	1	0	1	0	1	1	2	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	2	18	121	55	15	67	711	2.53
TRANS WORLD	71	3	8	1	2	2	4	6	3	0	1	1	25	2	1	12	0	0	1	0	0	0	1	0	0	10	83	270	119	63	201	1027	7.98
UNITED	82	4	12	1	6	10	2	11	3	2	0	0	16	2	6	3	0	0	0	0	2	0	2	0	0	9	92	362	133	57	319	2418	3.59
WESTERN	29	5	3	0	5	3	0	0	0	2	1	0	7	1	0	0	0	0	0	0	0	1	0	0	0	4	34	102	37	11	48	652	5.06
PAN AMERICAN	76	3	5	1	17	6	2	9	4	4	2	0	7	9	6	1	0	1	0	1	0	1	1	0	1	16	97	263	79	101	232	727	12.79
AIR WEST	17	0	2	3	5	3	1	1	0	0	2	0	1	0	3	0	0	0	1	0	0	0	0	0	0	3	23	90	26	14	44	318	7.23
ALLEGHENY	68	15	6	8	5	5	1	4	2	7	1	0	12	7	6	1	2	0	0	0	0	0	0	0	0	7	89	364	92	79	274	757	11.75
FRONTIER	16	2	1	1	4	5	0	1	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	1	18	71	26	8	36	275	6.54
NORTH CENTRAL	15	5	3	3	2	3	0	0	2	0	0	0	0	2	2	0	0	0	0	0	1	0	0	0	0	0	23	52	17	13	39	336	6.54
OZARK	14	2	0	0	4	1	1	1	0	0	1	0	3	0	1	0	0	0	0	0	0	0	1	0	0	1	16	67	21	18	65	232	6.46
PIEDMONT	9	0	1	1	1	0	0	1	0	0	1	0	3	2	0	0	0	0	0	0	0	0	0	0	0	2	12	46	20	12	27	269	4.46
SOUTHERN	14	2	2	1	1	0	0	1	1	1	0	0	3	1	1	0	0	0	0	0	1	1	0	0	0	0	16	51	20	5	29	211	6.63
TEXAS INT'L	11	1	1	2	1	2	0	2	0	2	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	1	16	57	22	9	22	177	9.03
CARIBAIR d/	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	1	9	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	0	0	0	4	4	0	6	142	0.00
HAWAIIAN	4	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5	23	5	1	5	212	2.35
ALASKA	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	10	2	6	34	35	5.71
[redacted]	6	0	2	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	6	11	3	0	3	20	0.25
FOREIGN	126	12	11	2	23	5	3	18	8	2	10	2	24	2	0	1	0	0	0	0	2	1	0	0	0	14	140	386	130	109	261		
CAP. INT'L AIR WAYS, INC.	10	0	2	1	0	0	0	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	15	89	31	5	21		
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		
McCULLOCH 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		
MODERN AIR TRANS., INC.	2	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	19	4	24	38		
OVERSEAS NAT'L AIRWAYS, INC.	6	1	4	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	28	8	7	14		
SATURN AIRWAYS, INC.	7	0	1	0	0	0	0	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	18	7	13	16		
TRANS INT'L AIRLINES, INC.	8	0	3	1	0	0	0	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	11	54	17	15	25		
WORLD AIRWAYS, INC.	4	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	4	19	11	7	8		
FOREIGN SUPP.	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	7	4	3	8		
COMMUTERS	51	5	3	3	8	5	1	11	3	4	2	0	3	0	2	0	0	0	0	0	0	0	0	0	0	3	53	127	37	28	70		
FREIGHT FWDR	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	9	4	2	2	3	14	38	123	45	29	80	
AGENT & GROUP	42	0	0	1	1	5	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	39	52	199	75	51	128		
OTHER	27	1	3	0	2	0	0	1	0	0	0	0	3	0	0	0	0	0	0	1	1	0	4	0	2	10	28	122	33	12	64		
TOTAL d Current month	1217	100	159	54	140	127	21	138	44	91	39	4	181	49	59	39	9	3	3	6	20	17	15	6	8	209	1501						
TOTAL Year to date	4002	419	648	199	390	415	84	425	155	195	115	18	515	245	224	130	36	4	11	16	58	52	50	22	25	696		5147					
TOTAL Previous month	1415	148	203	78	111	148	28	194	73	73	44	6	158	63	68	49	10	1	7	5	19	19	19	6	6	245			1783				
TOTAL Same month previous year	860	97	200	46	124	103	15	65	19	41	19	7	117	60	80	41	6	0	6	12	20	11	6	10	14	195				1314			
TOTAL Previous year thru same month	2726	433	626	171	298	343	49	172	78	136	62	17	367	216	282	105	33	4	19	26	59	35	39	23	36	569					4196		

GPO 898-583

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 January, 1974; the most recent available to the Board.
c/ Based on passenger complaints only; cargo complaints have been eliminated.
d/ Represents 1,152 letters received. Sixty-five letters had complaints against more than one carrier.
e/ Acquired by Eastern Air Lines, Inc., on May 15, 1973.