

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

(202) 382-6031

IMMEDIATE
MAY 14, 1974
CAB 74-102

FOR RELEASE:

The Civil Aeronautics Board's Office of Consumer Affairs handled 1,476 passenger and shipper complaints during April. This was a 14.9 percent increase from the 1,285 complaints handled in the same month of the previous year.

The Office handled a total of 6,623 complaints during the first four months of 1974, an increase of 1,140 over the January-April, 1973 total.

Of the trunk carriers, Delta had the lowest number of complaints per 100,000 enplanements with 3.04, while Pan American showed the highest with 14.62. For the local service carriers, North Central was the lowest with 3.83 while Texas International showed the highest with 17.54.

All categories of complaints decreased in April over March except for Reservation Problems, Baggage Damage, Customer Treatment and Cargo Loss which showed minor increases.

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Over

CONSUMER REPORT a/

For the Month of April, 1974

For the Month of																																		
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/
		Cancel	Delayed	Itinerary Changes	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates						Racial	Pass.	COO	Loss	Damage	Delay	Other	Rates	Current month		Year to date	Previous month	Same month previous year	Previous year thru same month			
AMERICAN	99	5	18	5	18	13	3	19	7	8	5	0	17	10	5	3	0	0	0	0	1	0	2	2	0	11	152	558	124	96	709	1433	10.25	
BRANIFF	41	1	7	1	5	8	0	4	1	4	1	1	8	3	3	1	0	0	0	2	0	2	0	0	0	1	53	350	84	40	171	614	7.98	
CONTINENTAL	11	0	2	1	1	1	0	1	0	1	0	0	1	2	0	2	0	0	0	0	0	0	0	0	3	15	73	11	15	58	457	3.28		
DELTA	57	1	9	2	7	6	0	2	5	0	2	0	8	5	6	0	0	0	0	0	0	2	1	0	7	63	273	66	60	256	1973	3.04		
EASTERN	131	6	21	6	7	33	4	28	6	6	4	0	22	5	3	6	3	0	0	0	1	0	2	0	10	173	961	228	204	1125	2159	7.87		
NATIONAL	57	7	15	0	11	11	0	1	1	1	2	0	7	1	4	3	1	0	2	0	1	1	0	0	10	79	312	81	59	240	627	12.28		
NORTHWEST	38	2	9	5	3	6	0	2	3	0	4	0	5	6	3	5	0	0	0	1	1	0	0	0	10	69	190	18	20	87	636	10.53		
TRANS WORLD	69	4	3	2	7	9	5	6	1	1	1	1	13	6	4	4	0	0	0	1	1	0	0	0	13	82	352	83	56	257	980	8.16		
UNITED	67	4	8	0	6	4	2	5	4	3	3	0	11	3	3	0	0	0	1	0	0	1	0	0	12	70	432	91	87	406	2196	3.14		
WESTERN	24	1	3	4	4	3	1	5	0	2	0	0	2	1	1	2	0	0	1	0	0	0	0	0	1	29	131	34	19	67	613	4.73		
PAN AMERICAN	69	4	4	2	12	7	2	9	1	3	1	1	13	6	6	2	0	1	0	0	1	0	0	1	14	90	353	97	138	370	602	14.62		
AIR WEST	24	5	2	1	6	4	0	1	0	0	0	0	3	0	2	0	0	0	0	0	0	0	0	0	1	25	115	23	15	59	311	8.03		
ALLEGHENY	63	18	6	4	5	5	1	5	2	1	3	0	9	6	4	1	1	0	0	0	2	0	1	4	80	444	89	58	332	735	10.20			
FRONTIER	12	1	0	2	3	2	0	0	1	0	0	0	2	1	0	0	0	0	0	1	0	1	0	0	1	15	86	18	10	46	268	4.85		
NORTH CENTRAL	12	2	0	0	4	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	3	13	65	23	18	57	313	3.83		
OZARK	16	0	1	0	6	2	1	1	1	0	0	0	3	1	0	0	0	0	1	0	0	0	0	0	1	18	85	16	18	83	225	8.00		
PIEDMONT	9	3	0	1	0	3	1	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	11	57	12	21	48	269	4.08		
SOUTHERN	7	2	1	1	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	9	60	16	8	37	216	4.16		
TEXAS INT'L	16	5	4	2	3	6	0	0	1	0	0	0	0	0	3	0	2	0	0	0	0	0	0	4	30	87	16	10	32	171	17.54			
CARIBAIR	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	10	0	0.00		
ALOMA	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	0	3	9	149	0.00		
HAWAIIAN	6	0	2	0	0	0	0	1	3	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	8	31	5	2	7	219	3.65		
ALASKA	6	0	0	0	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	6	16	2	6	40	34	17.64		
WIEN AIR AK	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2	13	6	0	3	20	5.00		
FOREIGN	118	11	7	7	15	10	0	18	7	4	5	1	24	7	2	0	1	0	0	0	2	1	2	0	14	138	524	140	93	354				
CAP INT'L AIRWAYS, INC.	13	0	0	0	1	0	0	4	0	0	2	0	1	0	1	1	0	0	0	0	0	0	0	0	2	20	109	15	3	23				
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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0				
MODERN AIR TRANS. INC.	6	0	6	1	0	0	0	0	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	1	11	30	3	19	58				
OVERSEAS NAT'L AIRWAYS, INC.	4	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	5	33	7	3	17				
SATURN AIRWAYS, INC.	10	0	2	1	0	2	0	5	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	3	16	34	7	14	30				
TRANS INT'L AIRLINES, INC.	10	0	5	0	0	0	0	1	4	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	5	17	71	11	3	28				
WORLD AIRWAYS, INC.	4	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	23	4	2	10					
FOREIGN SUPP. CARRIERS	32	1	0	3	4	6	0	7	1	1	1	0	6	2	0	0	0	0	0	0	0	0	0	0	1	33	160	53	23	93				
FREIGHT FWOR	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	2	1	0	8	4	26	149	38	23	103			
AGENT & GROUP	69	0	0	0	0	3	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	62	71	270	52	38	166				
OTHER	34	1	0	0	0	1	0	1	0	0	0	0	7	1	1	0	0	0	1	3	2	5	1	3	3	6	36	158	28	18	82			
TOTAL	d/ Current month	1164	84	145	51	129	146	20	128	52	35	36	4	172	69	56	33	9	1	8	8	23	19	12	6	13	217	1476						
	Year to date	5166	503	793	250	519	561	104	553	207	230	151	22	693	314	280	163	45	5	17	24	81	67	62	28	38	913	6623						
	Previous month	1217	100	159	54	140	127	21	138	44	51	39	4	181	49	59	39	9	3	3	6	20	17	15	6	8	209		1501					
	Same month previous year	831	68	152	51	109	149	17	72	21	28	21	9	148	58	69	33	13	0	6	10	12	12	4	11	13	203			1285				
	Previous year thru same month	3557	501	778	222	407	492	66	244	99	164	83	26	515	274	347	138	46	4	25	36	71	47	43	34	49	772			5483				

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 February, 1974; the most recent available to the Board.

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

d/ Represents 1,084 letters received. Eighty letters had complaints against more than one carrier.

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