

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
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CAB 73-103

Fares, delayed flights and reservation irregularities were the chief causes of complaints from airline passengers filed with the Civil Aeronautics Board's Office of Consumer Affairs in May, 1973.

The Office received 4,382 letters containing 6,664 complaints during the first five months of 1973. In May, consumers wrote 825 letters containing 1,181 complaints. That is a 68 per cent increase over the 703 complaints filed in 557 letters in May, 1972.

Of the complaints listed in the latest report, 108 were filed against foreign air carriers, with reservation oversales (22) as the chief cause of complaint.

The Board earlier this month proposed a rule which, if adopted, will expand the denied boarding compensation provisions of its economic regulations to encompass foreign airlines holding permits issued by the Board authorizing foreign air transportation on an individually ticketed basis.

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Attachment

Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER REPORT ^{a/}

For the Month of May 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/
		Cancelled	Delayed	Irregularities	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	60	7	12	4	5	12	0	8	4	0	5	0	8	3	9	5	0	0	1	0	0	0	1	0	0	7	91	800	96	39	262	1635	5.50		
BRANIFF	35	0	6	6	3	3	1	3	2	0	1	0	11	4	4	3	0	0	0	0	1	0	0	1	0	8	58	229	40	13	162	611	9.00		
CONTINENTAL	5	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	6	64	15	10	67	499	1.00		
DELTA	55	9	8	3	8	2	2	5	1	2	1	1	6	1	4	3	0	0	0	0	0	0	0	1	0	0	12	69	325	60	23	134	2128	3.20	
EASTERN	104	9	35	6	1	32	9	8	4	3	8	2	30	8	17	8	3	0	0	1	0	1	0	0	0	29	214	1339	284	80	516	2306	9.19		
NATIONAL	32	2	16	6	3	10	0	1	1	0	1	0	4	5	5	4	0	0	0	0	0	0	0	0	0	9	67	307	59	16	141	593	11.30		
NORTHWEST	25	1	3	2	5	4	1	3	1	0	0	0	0	2	0	1	1	0	0	0	0	0	0	0	1	1	28	115	20	12	123	640	4.22		
TRANS WORLD	63	4	12	2	2	6	1	5	1	0	1	0	16	9	1	3	0	0	2	0	0	0	0	1	0	13	79	336	56	57	309	1260	6.19		
UNITED	41	3	5	1	5	2	0	3	1	2	0	1	8	3	1	5	0	0	0	0	1	0	0	0	2	9	52	458	87	34	277	2370	2.07		
WESTERN	14	3	1	1	3	1	0	0	0	0	0	0	2	0	3	1	0	0	0	0	1	1	0	0	0	1	18	85	19	3	56	660	2.42		
PAN AMERICAN	54	0	6	2	10	13	1	3	2	4	3	2	12	6	3	1	0	0	1	0	2	1	1	0	0	15	88	458	138	45	207	820	10.24		
AIR WEST	18	5	3	0	1	3	0	1	1	0	0	0	4	1	1	1	0	0	0	0	0	0	0	0	1	2	24	83	15	3	48	299	7.69		
ALLEGHENY	37	8	2	2	5	5	3	2	1	2	0	0	6	4	3	0	1	0	0	0	0	2	0	0	0	2	48	380	58	42	139	894	5.15		
FRONTIER	6	4	0	0	0	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	8	54	10	8	66	278	2.88		
NORTH CENTRAL	12	0	1	0	2	2	1	1	1	1	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	13	70	18	8	51	321	4.05		
OZARK	6	1	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	1	0	0	0	0	1	7	90	18	6	65	250	2.40		
PIEDMONT	6	1	2	0	3	1	0	0	0	0	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	11	59	21	6	31	277	3.97		
SOUTHERN	6	0	0	1	1	0	0	0	0	2	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	7	44	8	4	27	190	3.68		
TEXAS INT'L	11	0	0	0	2	1	1	1	0	0	1	0	3	0	0	0	0	0	0	0	1	0	0	0	0	2	12	44	10	9	75	183	6.01		
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	10	1	1	8	31	0.00			
ALOHA	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	10	3	0	5	153	.65		
HAWAIIAN	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	9	2	0	7	208	.96			
ALASKA	7	0	0	0	1	2	0	0	0	0	0	0	3	0	0	0	0	0	1	0	0	0	0	0	1	1	9	49	6	5	59	38	18.42		
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	3	0	0	0	9	22	0.00		
FOREIGN	94	2	5	3	22	18	3	8	5	2	4	2	20	3	0	1	0	0	0	0	0	2	0	0	0	8	108	462	93	78	527				
SUPPLEMENTAL	37	2	16	0	0	0	0	5	8	2	1	0	1	4	0	2	0	0	0	0	0	0	0	0	0	19	60	236	46	43	208				
AIR TAXI	21	4	1	2	2	3	0	2	1	1	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	23	116	23	22	105				
FREIGHT FWDR	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	4	1	5	1	0	15	118	23	43	168					
AGENT & GROUP	48	0	1	0	0	2	1	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	42	51	217	38	56	271				
OTHER	12	0	0	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0	6	12	94	18	23	124				
TOTAL	Current month	4825	65	136	42	84	122	25	62	36	22	29	8	155	56	55	39	6	0	4	3	11	13	4	9	6	189	1181							
	Year to date	4382	566	914	264	491	614	91	306	135	186	112	34	670	330	402	177	52	4	29	39	82	60	47	43	55	961	6664							
	Previous month	831	68	152	51	109	149	17	72	21	28	21	9	148	58	65	33	13	0	6	10	12	12	4	11	13	203		1285						
	Same month previous year	557	25	63	30	59	63	6	34	15	15	5	5	92	19	13	16	9	1	5	12	16	11	7	14	10	158			703					
	Previous year thru same month	3129	279	458	166	418	460	38	203	110	124	73	21	518	199	128	115	63	4	18	54	70	56	40	68	60	683				4426				

^{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 March 1973, the most recent available to the Board.

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

^{d/} Represents 759 letters received. Sixty-six letters had complaints against more than one carrier.

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