

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(201) 382-6031

IMMEDIATE
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CAB 75-11

The Civil Aeronautics Board's Office of the Consumer Advocate, formerly Office of Consumer Affairs, handled 15,719 complaints from air travelers and shippers during 1974. This was an increase of almost 1,000 over the preceding year.

Chief causes of complaints were flight irregularities, reservations and fares and refunds.

After two successive months of declines in the number of complaints received, there were 1,059 complaints filed in December 1974. This was an increase over the previous December of 276 complaints.

Of the trunk carriers, Continental had the lowest number of complaints per 100,000 enplanements with 2.26. Frontier was lowest among the local service carriers with 1.34 reports per 100,000 enplanements.

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

For the Month of December, 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 & 1000 omitted	Reports per 100,000 Enplanements
		Cancelled	Delayed	Inoperanties	Overstays	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 this same month			
AMERICAN	60	2	10	2	4	5	2	8	9	1	2	0	8	7	5	1	1	0	0	0	1	0	0	0	0	13	81	1339	67	81	1480	1720	4.63	
BRANIFF	24	1	1	1	1	6	0	4	2	0	1	0	2	1	0	1	0	0	0	1	0	1	0	1	0	2	26	613	21	43	615	672	3.40	
CONTINENTAL	8	0	1	0	3	0	0	0	0	0	3	0	1	3	0	0	0	0	0	1	0	0	0	0	1	13	267	15	7	145	250	1.26		
DELTA	38	1	5	1	2	6	0	5	0	1	2	0	6	16	4	2	0	0	0	1	1	0	0	1	0	6	60	692	48	26	645	2152	2.65	
EASTERN	68	4	12	6	3	12	2	14	2	1	6	0	4	9	6	5	0	0	0	0	1	0	0	0	0	10	97	1800	119	65	2184	2168	4.42	
NATIONAL	30	3	5	0	3	3	0	0	1	0	1	0	8	4	5	3	0	0	0	1	1	1	0	0	0	5	44	590	18	17	497	87		
NORTHWEST	24	2	3	2	3	3	0	1	1	1	2	0	4	6	3	1	0	0	0	0	0	0	1	0	3	36	488	35	21	309	723	4.84		
TRANS WORLD	66	7	4	4	4	8	1	4	5	0	1	0	16	6	2	3	0	0	0	0	1	0	4	1	0	12	83	1099	72	61	1039	1326	5.80	
UNITED	46	5	5	4	1	6	0	4	1	1	2	0	10	17	8	0	0	0	0	1	0	0	0	2	7	74	982	72	54	1015	2469	2.87		
WESTERN	20	1	0	2	3	1	1	2	0	1	0	0	5	2	0	1	0	0	1	0	2	0	0	0	0	1	23	268	19*	20	223	589	3.56	
PAN AMERICAN	40	0	1	0	2	1	0	5	5	1	1	0	7	4	0	3	0	0	0	1	4	0	1	2	0	9	47	782	53	54	1049	641	5.90	
AIR WEST	10	2	0	0	2	2	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	1	0	0	0	1	11	229	11	4	203	320	3.12	
ALLEGHENY	37	13	7	3	5	3	0	1	2	2	1	0	4	2	7	1	5	0	0	0	0	0	0	0	0	3	59	957	33	66	823	1065	5.54	
FRONTIER	4	0	0	1	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	4	182	6	8	128	298	1.34		
NORTH CENTRAL	9	0	1	1	0	2	0	0	3	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	1	11	174	3	6	167	382	2.88	
OZARK	8	1	0	1	1	0	0	0	1	0	0	0	2	3	1	0	0	0	0	0	0	0	0	0	0	1	11	170	6	20	159	285	3.86	
PIEDMONT	6	1	0	1	0	1	0	0	1	1	0	1	3	0	2	0	0	0	0	0	0	0	0	0	0	11	119	6	10	135	333	3.10		
SOUTHERN	7	0	0	1	0	0	0	2	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	8	128	10	2	98	242	3.30	
TEXAS INT'L	9	0	0	0	1	1	0	3	0	0	0	0	2	1	0	1	0	0	0	0	1	0	0	0	0	10	201	17	5	100	210	4.28		
ALoha	5	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	5	31	4	2	21	156	2.56		
HAWAIIAN	4	1	1	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	7	69	4	4	33	232	3.01		
ALASKA	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	30	0	0	85	48	2.08		
WEN AIR ALASKA	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	1	0	0	4	35	3	0	16	38	2.63		
FOREIGN	75	3	5	1	8	2	0	14	0	3	2	1	24	3	1	1	0	0	0	1	3	1	2	0	1	12	88	1461	84	67	1243			
CAP. INT'L AIRWAYS, INC.	4	0	2	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	7	184	11	11	166			
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	1	0	0	0		
MODERN AIR TRANS., INC.	2	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	2	53	4	10	145			
OVERSEAS NAT'L AIRWAYS, INC.	4	0	2	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	6	112	15	10	137			
SATURN AIRWAYS, INC.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	66	2	10	96				
TRANS INT'L AIRLINES, 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	145	12	4	182			
WORLD AIRWAYS, INC.	3	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	5	8	64	3	3	52			
FOREIGN SUPP.	1	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	1	37	3	4	55			
COMMUTERS	27	6	1	3	0	2	0	3	0	1	1	0	4	1	3	0	0	0	0	0	0	0	1	0	1	3	30	425	37	12	281			
FREIGHT FWDH	30	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	7	3	6	0	8	16	43	407	30	19	315			
AGENT & GROUP	79	2	0	0	0	2	3	0	0	0	0	0	16	8	7	0	0	0	0	0	0	0	0	0	0	69	107	1084	95	40	687			
OTHER	36	0	2	0	1	0	0	2	0	1	0	0	8	0	0	0	0	0	0	1	4	3	2	0	1	15	40	435	40	17	232			
d	Current month	789	55	69	35	49	68	9	76	35	16	26	2	142	99	58	24	6	0	1	10	28	11	17	6	13	204	1059						
TOTAL	Year to date	12519	890	1550	496	1181	1296	227	100	479	470	337	75	1876	886	673	349	102	9	42	79	281	173	160	76	151	2761		15719					
	Previous month	743	47	95	29	46	70	16	49	26	18	15	9	125	67	58	30	6	1	2	6	25	12	7	6	14	199		978					
	Same month previous year	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				
	Previous year this same month	10302	1028	1923	547	980	1252	210	739	372	404	246	89	1675	766	751	399	124	11	52	116	172	144	124	72	118	2446			19780				

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 report for October 1974, the most recent available to the Board. Charter enplanements are not included.

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

d/ Represents 727 letters received. Sixty-two letters had complaints against more than one carrier.

e/ On strike July 15, 1974. Operations curtailed during month of October.

f/ Includes Allegheny Commuter boardings of 100,980 during the month of October.