

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

Contact: Ron Aaron Eisenberg
202/382-6031 (Office)
202/686-0077 (Home)

ON OR AFTER
Friday
November 21, 1975
CAB 75-177

CAB OFFICE OF CONSUMER ADVOCATE REPORTS OCTOBER BAGGAGE COMPLAINT INCREASE WHILE OTHER COMPLAINT CATEGORIES DROP - TOTAL NUMBER OF COMPLAINTS INCREASED

WASHINGTON, D. C. (November 21)--Consumer complaints about baggage problems increased significantly in October over September, according to the latest monthly report of the Civil Aeronautics Board's Office of the Consumer Advocate.

But complaints about flights, fares and refund problems decreased substantially over the September figures.

In all, the CAB's Consumer Advocate Office in October received 144 reported baggage problems compared to 125 for September. October's 117 flight complaints were down from September's 137. And fares and refund complaints accounted for 119 complaints last month compared to 133 in September.

The October total of 1,034 complaints in all categories was a 6.6 percent rise over the September total, which, in turn, represented a 7 percent increase over the August total.

Starting with this report, each month's Consumer Complaint Report will include a "Consumer Air Travel Tip," condensed information dealing with an area of timely consumer concern in air transportation.

Consumers and others who have encountered air transportation difficulties relating to fares, flight cancellations, delays, baggage handling and similar problems are encouraged to write to the CAB Office of the Consumer Advocate, 1825 Connecticut Avenue, N. W., Washington, D. C. 20428.

ATTACHMENT

-30-

Civil Aeronautics Board
Washington, D.C. 20428

CONSUMER REPORT a/

For the Month of October 1975

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 of 100% Enplanements c	
		Cancelled	Delayed	Inoperable	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	58	3	3	2	7	1	2	8	2	3	3	1	10	4	3	3	0	0	2	2	1	1	2	0	1	12	76	701	49	102	1191	2107	3.27	
BRANIFF	22	1	1	1	0	3	0	2	0	1	0	1	4	0	1	1	0	0	0	1	0	0	0	0	0	7	24	268	14	23	566	767	3.00	
CONTINENTAL	9	0	0	0	1	0	0	0	0	0	1	0	3	0	0	1	0	0	0	1	0	0	0	0	0	2	9	213	20	27	239	731	1.09	
DELTA	29	0	1	1	1	3	1	2	1	3	3	0	12	2	3	2	0	0	0	0	0	0	0	0	1	6	42	468	26	51	584	2450	1.67	
EASTERN	54	1	7	1	3	4	2	2	3	1	7	0	5	1	3	2	0	0	0	0	3	2	1	0	0	9	57	830	47	79	1584	2434	2.09	
NATIONAL	14	1	0	0	0	4	0	0	0	0	0	1	3	3	1	0	6	0	0	0	0	0	0	0	0	7	26	440	28	16	528	564	4.61	
NORTHWEST	17	2	1	1	2	1	0	1	0	1	0	0	1	0	2	5	0	0	0	0	0	1	0	0	5	23	359	44	28	417	701	3.14		
TRANS WORLD	64	2	4	1	10	8	0	2	3	3	1	2	15	4	3	3	0	0	0	0	1	1	0	0	13	76	692	88	95	944	1636	4.52		
UNITED	42	1	7	0	4	2	2	2	2	1	1	2	8	5	1	8	1	1	0	1	0	0	0	1	0	7	57	728	47	56	836	3239	1.70	
WESTERN	13	0	2	0	2	0	0	2	0	1	0	0	1	1	0	0	0	0	0	1	0	1	0	0	4	15	225	29	10	226	880	1.48		
PAN AMERICAN	42	0	3	1	3	3	1	2	1	3	1	1	9	2	2	2	0	0	0	1	1	0	2	1	0	10	49	425	46	37	682	781	5.63	
AIR WEST	6	0	0	0	2	1	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	8	116	11	11	207	356	2.07		
ALLEGHENY	30	6	2	2	5	11	0	5	0	0	0	1	3	9	7	0	2	0	0	0	0	0	0	0	4	57	497	64	55	865	1084	5.26		
FRONTIER	10	0	0	1	5	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	117	10	7	172	365	3.01		
NORTH CENTRAL	9	0	0	1	2	1	1	1	0	0	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0	10	110	12	12	160	461	1.73		
OZARK	11	1	2	0	2	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	4	13	116	16	13	153	304	4.28		
PIEDMONT	9	2	2	2	0	0	2	0	0	2	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	14	73	11	3	102	341	4.11		
SOUTHERN	5	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	5	75	4	11	110	273	1.46		
TEXAS INT'L	5	1	1	1	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	6	67	5	10	174	205	2.93		
ALOHA	5	0	1	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	37	6	5	22	241	2.07		
HAWAIIAN	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	47	2	5	58	295	0			
ALASKA	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	35	3	1	29	95	4.21		
WIEN AIR ALASKA	6	0	1	1	1	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	1	0	2	10	65	7	4	28	78	1.15	
AIR NEW ENGLAND	5	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	7	83	11	0	0	70	10.00		
FOREIGN	93	6	11	6	10	15	1	10	5	3	4	3	21	15	8	4	0	0	2	2	1	1	0	1	0	21	150	1232	148	121	1289			
CAP. INT'L AIRWAYS, INC.	2	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	4	58	3	9	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	1	0	0	0	0	0		
McDULLOCH INT'L AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	5	7	16	8	0	1				
MODERN AIR TRANS. 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	9	1	2	47				
OVERSEAS NAT'L AIRWAYS, INC.	5	0	0	0	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	7	83	15	13	91				
SATURN AIRWAYS, 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	1	0	2	63					
TRANS INT'L AIRLINES, INC.	2	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	35	7	5	133				
WORLD AIRWAYS, INC.	2	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	4	33	1	5	53				
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	7	0	3	33				
COMMUTERS	25	7	5	0	0	7	0	2	1	2	1	0	3	2	0	0	0	0	0	0	0	0	0	1	2	33	293	20	36	358				
FREIGHT FWDR	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	8	2	1	1	5	2	21	252	19	55	334				
AGENT & GROUP	91	0	0	1	0	2	0	0	0	0	0	0	10	3	12	0	0	0	1	0	0	0	0	0	72	101	754	69	142	882				
OTHER	97	0	0	0	0	0	0	1	2	2	2	1	7	0	1	2	2	0	0	2	1	1	1	2	73	100	401	79	39	355				
TOTAL	d	Current month	807	34	57	26	62	73	13	50	24	30	27	13	119	61	51	35	12	1	5	11	18	10	9	6	10	277	1034					
		Year to date	7582	457	745	287	672	755	143	595	290	255	193	80	1343	694	576	255	63	8	46	90	134	123	113	62	143	1840	9962					
		Previous month	743	33	75	29	57	73	16	51	27	22	18	7	133	61	66	22	9	0	8	2	11	16	9	3	14	208	970					
		Same month previous year	890	44	181	28	76	69	14	68	31	25	18	4	127	65	30	26	4	1	0	7	39	19	14	6	21	256			1093			
		Previous year thru same month	10987	788	1386	432	1086	1158	202	975	418	436	296	64	1609	720	557	295	90	8	39	63	228	150	136	64	124	2358			13682			

- 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 August 1975; 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 745 letters received. Sixty-two letters had complaints against more than one carrier.
e/ Includes Allegheny Commuter boardings of 121,503 during the month of August.