

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
Thursday
August 19, 1976
CAB 76-130

Contact: Alan M. Pollock
202/673-5990

CONSUMER COMPLAINTS INCREASE 39 PERCENT THROUGH FIRST SEVEN MONTHS OF 1976

WASHINGTON, D. C. (August 19)--Consumer complaints reported to the Civil Aeronautics Board's Office of the Consumer Advocate increased 39 percent through the first seven months of 1976 over the 1975 figure, according to OCA's July report.

There were 9,824 complaints reported through July 1976 compared to 7,049 complaints reported through July 1975.

Although the 1,387 complaints received in July were four percent fewer than the 1,450 received in June, they were 47 percent ahead of the 941 complaints received in July 1975.

The categories receiving the greatest increases in number of complaints reported included flights and reservations. Sizeable decreases were shown in baggage and fares complaints.

The complaint rates per 100,000 scheduled enplanements are based on passenger complaints only. Cargo and charter complaints are not included.

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

CONSUMER REPORT A/

For the Month of July 1976

CARRIER	Number of letters	Flights				Reservations				Baggage				Fares	Refunds	Customer Treatment	Flight Info.	In-flight Service	Service in General	Discrimination		Cargo						Charters	Other	Total					Monthly Enplanements b/ (100 enplan.)	Reports per 100,000 Enplanements c/	Revenue Passenger Miles b/ (100 enplan.)	Reports per 100,000 Revenue Passenger Miles c/			
		Cancelled	Delayed	Irregularities	Overseas	Problems	Ticketing	Lost	Damage	Delay	Other	Rates	Racial							Sex	COG	Loss	Damage	Delay	Other	Rates	Current month			Year to date	Previous month	Same month previous year	Previous year this same month								
AMERICAN	91	6	5	1	13	4	1	12	3	1	0	1	7	8	1	2	5	0	1	0	0	1	1	0	0	1	1	0	0	1	14	101	746	122	56	539	1872	5.18	1849346	5.25	
BRITISH	1	4	0	0	1	3	2	1	1	1	0	0	1	3	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	25	316	42	21	202	752	3.28	560449	4.35		
CONTINENTAL	13	0	2	0	1	0	0	1	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	14	200	21	25	169	626	2.24	548117	2.55			
DELTA	32	0	1	1	4	4	0	1	1	0	0	0	8	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	4	37	334	51	30	359	2357	1.40	1456812	2.27		
EASTERN	71	2	12	1	2	2	3	10	1	0	0	0	19	9	10	7	3	0	0	0	0	1	1	2	0	0	1	0	11	105	806	114	53	697	2436	4.11	1547181	6.46			
NATIONAL	17	0	1	0	1	2	0	3	2	0	0	0	4	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	18	134	23	44	376	465	3.07	443628	4.06			
NORTHWEST	32	0	7	2	5	2	2	2	0	1	1	0	3	3	6	3	4	0	0	0	0	0	0	0	0	0	0	0	6	52	531	47	36	237	782	6.52	844546	6.04			
TRANS WORLD	77	2	7	4	7	14	2	3	0	2	3	1	18	8	10	2	1	1	0	0	0	0	0	0	1	1	1	2	23	113	654	119	78	462	1454	7.43	1988247	5.43			
UNITED	60	2	12	3	7	7	3	7	2	7	1	0	11	5	7	3	1	1	0	1	0	0	0	0	0	0	1	1	0	8	90	565	106	69	561	2687	3.28	2389774	3.68		
WESTERN	13	0	0	0	4	0	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	4	13	189	24	27	157	680	1.77	582278	2.06			
PAN AMERICAN	47	2	6	2	8	1	0	4	1	1	0	1	7	0	3	0	3	0	0	0	0	0	0	0	0	0	0	1	8	49	337	73	48	294	603	7.79	1306112	3.59			
AIR NEW ENGLAND	10	5	1	0	2	3	0	0	0	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	42	8	28	51	26	57.49					
AIRWEST	6	0	0	1	2	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	106	9	11	89	341	3.05					
ALLEGHENY	27	3	2	2	6	2	2	3	0	4	0	0	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	1	14	272	14	46	325	1077	3.16					
FRONTIER	11	0	1	1	0	3	0	1	1	1	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	15	99	11	9	80	324	4.63					
NORTH CENTRAL	13	0	0	0	6	2	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3	16	95	7	10	73	395	3.54					
OZARK	11	1	1	0	1	2	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	14	104	11	9	75	315	4.13					
PIEDMONT	8	0	2	0	4	0	0	0	1	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	11	46	5	3	42	339	3.25					
SOUTHERN	3	0	0	1	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	3	78	10	6	61	280	1.07					
TEXAS INT'L	13	2	2	0	4	0	0	1	1	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	95	7	16	50	200	6.70					
ALOMA	4	0	1	1	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	37	6	2	25	189	2.65					
HAWAIIAN	2	0	0	3	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	5	39	1	5	41	230	2.17					
ALASKA	7	0	0	0	3	2	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	9	24	0	3	27	78	12.86					
WIEN AIR ALASKA	4	0	0	1	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	24	0	14	43	55	9.09					
AIRLIFT	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	0	0	0	0	0				
FLYING TIGER	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	0	0	0	0	1	1	5	0	1	9						
SEABOARD	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	0	0	0	1	2	0	0	0	1							
FOREIGN	101	5	13	2	21	10	1	15	2	2	1	6	17	9	4	1	0	0	0	0	0	0	4	0	1	0	1	2	12	133	1105	133	103	732							
CAP INT'L AIRWAYS, INC.	6	0	4	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	9	40	6	15	50						
EVERETT INT'L 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	0	0	0	0	0	0	0	0	0	0	0	0				
MOOREHEAD INT'L AIRWAYS, INC.	0	0	0	0	0	0	0	0	0	0	0	0																													

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 nor should the report be construed as a rating of one carrier's performance in relation to that of any other since each class of carrier and, to

NOTE: Enplanements used in determining the number of reports per 100,000 enplanements, and the revenue passenger-miles used in determining the reports per 100 million revenue passenger-miles in the monthly Consumer Complaint Reports are normally based on the latest CAB Form 41 Report available to the Board for scheduled services. The June report included nonscheduled services. This resulted in slight differences in the report rates for enplanements and revenue passenger-miles. Following are the corrected statistics:

<u>Carrier</u>	<u>Monthly Enplanements (000 omitted)</u>	<u>Reports per 100,000 Enplanements</u>	<u>Revenue Passenger- Miles (000 omitted)</u>	<u>Reports per 100,000,000 Revenue Passenger-Miles</u>
American	1,862	6.23	1,864,322	6.22
Braniff	744	5.51	545,139	7.52
Continental	604	3.31	527,595	3.79
Delta	2,469	1.62	1,542,802	2.59
Eastern	2,688	4.13	1,797,263	6.18
National	541	4.25	499,397	4.61
Northwest	798	5.76	854,130	5.39
Trans World	1,363	8.58	1,751,561	6.68
United	2,641	3.94	2,353,381	4.42
Western	707	3.25	621,820	3.70
Pan American	569	11.25	1,168,788	5.48
Air New England	26	30.77		
Airwest	354	2.54		
Allegheny	1,089 <u>1/</u>	3.31		
Frontier	322	3.42		
North Central	393	1.53		
Ozark	311	3.54		
Piedmont	330	1.52		
Southern	279	3.58		
Texas International	208	3.37		
Aloha	199	3.02		
Hawaiian	250	.40		
Alaska	60			
Wien Air Alaska	53			

1/ Includes Allegheny commuter boardings of 120,000 during the month of April.