

SOME FACTS YOU OUGHT TO KNOW ABOUT AIR FARES

The Civil Aeronautics Board (CAB) regulates the air fares but it is the airlines (not the CAB) which initiate changes in their fares and the rules governing the use of those fares. The CAB can accept or reject changes proposed by the airlines.

There are many air fares available but not every type of fare is available over every routing or offered by every airline every day of the year. It is wise to compare prices, airlines and flight times. Besides regularly scheduled flights, you might also check charter flights and prices.

Discount fares (which are priced lower than regular fares) usually vary by day of week, season of year and length of stay that is required. Different airlines often use different trade names or labels for identical discount fares. Make sure you know all the conditions that apply to the discount fare you plan to use. You must comply with those conditions exactly. Failure to do so can result in additional charges--even payment of the full fare. The airlines or travel agents can tell you what fares are available, when they are available, and the prices and conditions that apply to their use.

All air fares, including their terms and conditions, are subject to change. You must pay the fare in effect on the day you travel, no matter when you made the reservation or bought your ticket. If you think the fare quoted may be in error, consult another ticket agent or a competing airline that serves that routing. Do not be afraid to ask again--until you are satisfied that the information is correct. The airline is required to charge the correct fare, even if a ticket agent happened to misquote the fare.

Air fares, which include an 8 percent federal transportation tax for domestic travel and a \$3 tax for international travel, are usually rounded to the nearest whole dollar.

(Adapted from "Consumer Facts on Air Fares", available on request from CAB, Distribution Unit, Publications Services Section, 1825 Connecticut Avenue, N.W., Washington, D.C. 20428)

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
Monday
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CAB 76-190

Contact: Alan M. Pollock
202/673-5990

CAB ISSUES CONSUMER COMPLAINT REPORT OF OCTOBER

WASHINGTON, D. C. (November 29)--Consumer complaints declined in October, according to the Civil Aeronautics Board's Office of the Consumer Advocate (OCA).

The October Consumer Report shows a total of 1,148 complaints, compared with 1,339 during September. This represents a 15 percent decrease from September, but is 11 percent higher than the 1,033 complaints handled in October 1975.

Fewer complaints were received in every major complaint category, except for slight increases in the "In-Flight Service", "Service in General" and "Charters" categories.

OCA has received 13,779 complaints during the first ten months of 1976. This figure compares with 9,959 handled during the same period in 1975.

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.

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ATTACHMENTS

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

For the Month of October 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/ (000 omitted)	Reports per 100,000 Enplanements c/	Revenue Passenger Miles b/	Reports per 100,000 Revenue Passenger Miles c/
		Cancelled	Delayed	Improper	Oversale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass	COB	Loss	Damage	Delay	Other	Rates	Current month			Year to date	Previous month	Same month previous year	Previous year thru same month					
AMERICAN	54	0	2	0	9	3	1	11	1	1	4	1	7	6	6	4	3	0	0	0	0	0	1	0	0	0	1	5	66	990	80	76	701	2315	2.61	2546992	2.55	
BRANIFF	15	1	2	0	1	2	0	4	1	2	0	0	0	1	3	0	0	0	0	1	0	1	0	0	0	0	0	19	393	28	24	268	827	2.06	664734	2.55		
CONTINENTAL	14	1	4	0	0	2	1	1	0	0	0	0	5	0	0	2	0	0	0	0	1	1	0	0	0	0	2	20	266	24	9	213	766	2.35	709777	2.53		
DELTA	24	4	2	1	2	0	0	2	1	1	0	0	2	0	5	1	0	0	0	0	0	0	1	0	0	2	0	6	30	413	22	43	469	2539	1.06	1618020	1.66	
EASTERN	21	7	11	0	4	10	1	4	2	3	2	0	5	5	5	5	5	1	0	1	0	1	1	2	1	0	0	7	63	1134	71	57	830	2602	2.99	1698002	4.59	
NATIONAL	4	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	5	163	12	26	440	499	1.00	480467	1.02		
NORTHWEST	33	3	9	0	1	3	1	4	3	0	1	0	2	3	3	3	5	0	0	0	0	0	1	0	0	0	1	6	49	677	37	23	359	977	4.91	1212178	3.95	
TRANS WORLD	62	3	4	6	4	4	1	7	2	5	2	3	9	0	8	5	4	0	0	0	0	0	0	0	0	0	4	25	96	939	92	76	692	1774	5.41	2647547	3.62	
UNITED	36	2	3	3	4	1	1	5	0	1	1	0	3	6	3	0	1	0	0	1	0	0	1	0	0	1	0	5	42	796	91	57	728	3430	1.20	3470431	1.18	
WESTERN	13	0	2	0	0	1	0	1	0	1	1	1	0	1	1	2	2	0	0	0	0	0	1	0	0	0	0	1	15	265	31	15	225	874	1.60	806944	1.73	
PAN AMERICAN	27	0	5	1	3	3	0	5	0	0	1	0	1	4	2	1	2	0	0	0	0	1	0	0	0	0	0	5	34	472	50	49	425	883	3.62	2346037	1.36	
AIR NEW ENGLAND	6	1	2	2	0	1	0	0	0	1	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	11	83	13	7	84	65	16.92			
AIRWEST	8	1	0	2	2	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	1	10	142	2	8	116	416	2.40			
ALLEGHENY	27	3	3	3	4	6	0	2	1	2	0	0	3	4	2	0	1	1	0	1	0	0	0	0	0	0	3	39	390	36	57	497	1151	3.39				
MONTIEN	9	1	3	0	0	0	0	1	0	0	1	0	0	1	4	0	0	1	0	0	0	0	0	0	0	0	2	14	139	13	11	117	406	3.45				
NORTH CENTRAL	6	0	0	0	2	1	0	0	1	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	1	9	124	9	10	110	478	1.88				
OZARK	4	0	0	2	0	2	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	8	147	22	13	116	341	2.05				
EVERMONT	4	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	5	83	16	14	73	366	1.37				
SOUTHERN	3	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	3	101	8	5	75	310	0.65				
TEXAS INT'L	4	1	0	0	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	6	124	10	6	67	242	2.48				
ALOHA	3	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	48	2	5	37	252	0.79				
HAWAIIAN	4	1	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	32	3	0	47	302	1.33				
ALASKA	3	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	6	42	2	4	35	104	5.77				
WIEN AIR ALASKA	1	0	0	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	32	4	10	65	85	1.18				
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		
FLYING TIGER	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	8	1	1	11					
SEABOARD	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	2	0	1	2						
FOREIGN	105	4	18	3	21	18	4	10	8	3	2	2	14	15	15	4	6	0	0	0	0	4	0	0	0	0	0	14	165	1685	223	149	1230					
GAP INT'L AIRWAYS, INC.	8	1	4	0	0	0	0	0	2	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	0	1	1	13	98	21	4	58						
LAURENCE 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	1	0	0	0	1					
MOBILE LOCH 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	2	0	7	16						
TRANS AIR	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	0	9						
OVERSEAS NAT'L AIRWAYS, INC.	10	1	8	0	0	0	0	1	1	1	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	1	17	212	24	7	83						
TRANS INT'L AIRWAYS, INC.	4	0	1	0	0	0	0	1	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	7	96	8	3	35						
WORLD 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	57	1	4	33						
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	0	0	0	0	0	0	0	1					
FOREIGN SUPP.	18	1	10	0	0	0	0	0	1	0	0	0	0	0	5	3	1	0	0	0	0	0	0	0	0	0	7	2	30	66	13	0	7					
COMMUTERS	29	2	6	0	3	3	0	4	3	4	1	1	2	6	0	1	0	0	0	0	0	0	0	0	0	0	2	38	355	53	33	292						
FREIGHT GROUP	17																																					
AGENT & GROUP	137	1	0	0	4	1	0	0	0	0	0	0	4	1	3	2	0	1	0	0	0	0	0	0	0	139	33	186	1759	180	101	753						
OTHER	90	0	2	0	14	1	1	6	1	2	1	1	16	2	2	2	2	7	0	0	0	1	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 some extent, each carrier has problems unique to its operation.

b/ Enplanements and Revenue Passenger Miles are taken from CAB Form 41 report for August 1976; the most recent available to the Board. Both scheduled and nonscheduled services are included.

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