

22

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

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AIRLINE CONSUMER COMPLAINTS DECREASE FROM MARCH TO APRIL

WASHINGTON, D.C. (May 27)--Airline consumer complaints to the Civil Aeronautics Board's Office of the Consumer Advocate (OCA) decreased about 35 percent from March to April, according to OCA's consumer report for April.

The Office handled 1,277 complaints last month, compared with 1,728 in March but the April total was nearly 9 percent greater than the 1,175 that OCA reported in April a year ago.

OCA received 6,079 complaints during the first four months of 1977, about 9 percent more than the 5,554 received through April of 1976.

The number of complaints reported decreased in every major category. Flight related complaints totaled 191 in April, compared with 268 in March; reservations problems totaled 200 in April, 288 in March and baggage problems accounted for 157 complaints last month, 224 in March. Only slight increases were reported in several sub-categories: ticketing (13 to 16), cargo loss (10 to 13), cargo rates (6 to 12) and other cargo problems (8 to 9). Refund complaints increased from 64 to 70 and complaints about service in general increased from 3 to 11.

CONTINUED ON PAGE 4

CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Rebates	Customer Training	Flight Info	In-Flight Service	Service in General	DISCRIMINATION		CARGO						Charters	Other	TOTAL					Monthly Enplanements b/ (100 Omitted)	Reports per 100,000 Enplanements c/
		Cancel	Delay &	Image Failings	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Prices							Racial	Pass.	COB	Loss	Damage	Delay	Other	Prices			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. Same Mo.		
American	75	2	8	2	7	9	0	11	7	3	0	0	4	6	11	4	7	0	0	0	0	1	2	1	0	2	11	98	494	142	89	434	1605	5.86	
Braniff	31	2	5	2	3	3	0	5	1	4	0	2	0	7	3	4	1	0	0	0	0	0	0	0	0	1	44	236	54	39	215	716	6.01		
Continental	9	0	3	0	1	2	0	0	0	0	0	0	2	1	2	0	0	0	0	0	0	0	0	0	0	1	12	89	25	30	133	521	2.30		
Delta	31	1	6	0	3	2	1	4	2	0	0	0	2	1	4	3	2	0	0	0	0	0	1	0	1	0	6	39	192	54	46	222	2214	1.67	
Eastern	86	5	17	3	6	21	3	5	3	2	3	0	9	7	12	16	5	4	0	3	0	0	1	0	1	1	0	19	146	620	197	128	557	2473	5.78
National	13	1	2	0	0	0	1	0	0	1	0	0	2	1	2	3	2	0	0	0	0	0	0	0	0	0	2	17	121	53	18	60	510	3.33	
Northwest	30	4	7	4	4	2	0	2	1	3	0	0	1	1	3	2	1	0	0	1	0	0	0	0	0	0	7	43	204	31	68	380	739	5.82	
Trans World	64	4	5	1	5	3	2	11	0	2	1	2	8	7	7	3	5	0	0	0	0	1	1	0	0	11	79	321	92	78	353	1127	6.83		
United	65	0	8	1	6	4	2	8	0	2	0	0	8	4	4	2	2	0	0	0	0	0	0	0	1	2	2	18	74	350	86	68	307	2378	2.99
Western	22	3	6	2	1	3	2	1	0	1	0	0	1	0	3	1	2	0	0	0	0	0	0	2	0	0	3	31	120	33	21	129	695	4.17	
Pan American	35	1	2	5	0	5	2	1	2	1	0	1	4	5	8	4	0	0	0	0	0	1	1	0	0	3	5	51	174	48	31	171	554	8.85	
Airwest	4	0	0	0	2	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	69	25	8	80	381	1.05		
Allegheny e/	29	9	3	0	2	4	1	1	1	1	0	0	2	2	4	1	0	3	0	0	0	1	0	0	0	0	5	40	181	44	36	158	889	4.39	
Frontier	4	0	0	0	1	1	0	0	0	0	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	6	28	7	15	67	341	1.76		
North Central	9	1	0	1	4	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	10	48	9	9	59	383	2.35	
Ozark	11	2	4	1	0	4	0	0	0	2	0	0	1	0	1	2	0	1	0	0	0	0	0	0	0	2	20	54	10	11	65	302	6.62		
Piedmont	4	0	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	5	29	11	2	23	264	1.89		
Southern	7	0	2	0	3	0	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	2	11	51	14	14	53	264	4.16		
Texas Int'l	9	0	1	0	1	3	1	2	0	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	12	72	23	8	61	225	4.88	
Aloha	4	0	1	0	1	0	0	1	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	6	16	4	8	24	189	3.18		
Hawaiian	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	35	7	2	11	251	0.80		
Air New England	6	3	2	1	0	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	10	32	3	4	18				
Air Midwest	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	1			
Alaska	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	5	4	1	10				
Wien Air Alaska	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	7	1	8	15				
Airlift	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	2	5	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	3	0	1	1				
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	0	0	0	1			
Foreign	99	3	14	1	25	11	0	9	3	3	0	2	10	15	10	7	0	0	0	0	0	2	0	1	0	1	4	17	138	706	209	109	663		
Cap Int'l Air Ways, Inc.	9	0	3	1	0	0	0	2	2	0	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	1	0	13	36	3	7	19			
Evergreen 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	7	6	0	0				
McCulloch 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	14	1	0	2				
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	0	0	0	0	0				
Oversens Mat'l Airways	10	1	4	0	0	0	0	2	1	2	0	0	0	0	4	0	2	0	0	0	0	0	0	0	0	4	20	45	9	16	71				
Trans Int'l Airlines, Inc.	8	0	1	0	0	0	0	2	4	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	4	14	103	24	4	20				
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	12	4	6	40				
Foreign Supp.	2	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	2	26	6	1	3				
Commuters	34	7	4	1	2	10	0	6	0	4	0	1	0	1	1	1	0	1	0	0	0	3	1	0	0	1	3	47	208	58	37	143			
Freight Fwdr.	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	2	2	6	0	18	93	17	26	97				
Agent & Group	103	0	0	0	0	3	1	0	0	0	0	0	5	4	0	2	0	0	0	0	0	0	0	0	0	78	41	134	614	222	104	457			
Other	121	4	1	1	14	1	0	3	0	1	1	0	34	3	1	0	3	1	0	1	0	1	0	0	1	0	17	41	129	659	192	121	431		
TOTAL	Current Month d/	956	53	111	27	92	92	16	76	79	35	7	10	95	70	90	60	33	11	0	2	3	13	3	7	9	12	109	204	1277					
	Year to Date	4451	247	575	157	420	486	65	355	189	178	50	45	454	268	440	272	235	31	4	24	23	45	54	50	34	42	591	745						
	Previous Month	1274	60	156	52	141	134	13	107	56	36	13	12	133	64	118	74	61	3	1	8	5	10	16	13	8	6	126	232						
	Same Mo. Previous Yr.	916	31	84	30	89	86	13	80	36	35	6	9	135	69	61	45	30	5	1	2	13	12	11	14	5	18	73	182						
	Prev Yr. thru Same Mo.	4060	228	468	155	451	445	97	318	162	162	39	37	433	313	387	255	138	23	3	18	34	54	49	40	21	55	309	891						

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

ATTACHMENTS

NOTES TO CONSUMER REPORT

- 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 shall 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/ Dates on complaint letters do not necessarily coincide with the most recent enplanement data available to the Board. Enplanements are taken from CAB Form 41 report for February 1977; 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.
- d/ Represents 895 letters received. Sixty-one letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 108,429 during the month of February.

