

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE.

Contact: Wallace C. Stefany
(202) 673-5990

ON OR AFTER
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AIRLINE CONSUMER COMPLAINTS INCREASE IN AUGUST

WASHINGTON, D.C. (September 29)--Airline consumer complaints increased substantially in August compared with those of the previous month, the Civil Aeronautics Board's Office of the Consumer Advocate reported today.

There were 1,844 complaints recorded for the month of August compared with the 1,358 complaints reported in July. The 486 increase in airline complaints marks a 36 percent rise in one month, and is 26 percent more than the 1,466 complaints reported in August of 1976. The 11,378 complaints reported for 1977 to date are less than one percent more than the 11,288 recorded from January through August of 1976.

There were 903 fare complaints reported to date, which represents a 21 percent decrease from the 1,148 complaints, reported last year, on airline fares. Fare complaints were up from 116 in July to 122 in August.

There were 40 smoking complaints for the month of August compared with the 68 in July.

Flight complaints (cancellations, delays or other problems) increased from 198 in July to 322 for the month of August. Reservations complaints (oversales, ticketing, or other problems) increased from 157 to 233.

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CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Refunds	Customs Treatment	Flight Info	In-Flight Service	Service in General	DISCRIMINATION		Smoking	CARGO					Charters	Other	TOTAL					Monthly Enplanements b/ (100 Omitted)	Reports per 100,000 Enplanements c/		
		Canceled	Delayed	Inoperative	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.		COO	Loss	Damage	Delay	Other			Rates	Current Month	Year to Date	Previous Month	Same Mo. Prev.			Prev. Yr. This Same Mo.	
American	86	2	8	3	15	2	2	10	6	7	1	1	3	8	13	8	2	0	0	0	3	1	0	0	0	1	0	1	16	116	812	72	98	844	2203	5.18	
Brant	37	0	8	0	5	4	1	9	6	1	0	0	0	0	3	3	1	0	0	2	0	0	0	0	1	0	0	0	5	48	361	24	28	346	847	5.55	
Continental	27	1	8	0	3	6	1	1	2	2	0	0	1	2	0	1	4	0	0	0	3	0	0	0	0	0	0	0	1	36	181	33	22	222	742	4.85	
Delta	40	3	6	1	2	6	2	2	0	0	0	0	6	2	5	1	1	0	0	0	0	0	1	3	0	0	0	0	7	48	338	25	27	361	2542	1.73	
Eastern	79	8	18	3	3	15	1	7	3	5	1	1	23	3	4	3	3	0	0	0	1	0	1	0	0	1	1	0	9	114	974	89	93	980	2555	4.34	
National	27	3	3	5	2	1	0	2	1	0	0	0	6	0	2	2	2	0	0	0	0	0	0	0	1	0	0	0	0	3	33	203	11	12	146	502	6.38
Northwest	32	5	12	1	6	2	3	1	1	1	0	0	1	0	7	5	0	0	0	1	3	0	0	0	0	0	0	0	3	52	341	38	60	591	922	5.64	
Trans World	92	1	9	5	9	1	0	2	7	8	0	0	6	3	13	5	4	0	0	0	5	0	0	1	1	0	1	1	27	116	679	107	97	751	1716	6.59	
United	64	8	8	2	7	4	0	6	1	0	1	0	6	5	7	2	6	0	0	0	5	0	0	0	0	0	1	2	7	78	619	68	98	663	3184	2.42	
Western	20	3	5	0	2	6	2	0	0	2	0	0	2	1	3	2	1	0	0	0	0	0	0	0	0	0	0	0	3	32	187	17	30	219	800	4.00	
Pan American	44	2	6	2	2	6	2	8	1	1	3	3	4	1	8	5	2	1	0	0	3	0	0	0	0	0	1	0	5	66	372	54	51	368	796	8.17	
Airwest	12	2	2	1	0	0	0	2	1	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3	15	123	21	24	130	425	3.53	
Allegheny e/	34	6	8	3	3	7	0	0	1	3	0	0	2	2	3	4	3	1	0	0	1	0	0	0	1	0	0	0	4	52	333	51	43	312	1182	4.32	
Frontier	13	4	3	2	0	3	0	0	0	2	0	0	0	0	2	3	0	1	0	0	0	0	1	0	0	0	0	0	0	21	70	10	13	112	403	4.96	
North Central	13	1	5	0	3	0	0	1	0	1	0	0	1	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0	16	96	19	11	106	499	3.01	
Ozark	13	3	1	0	2	0	0	1	0	1	0	0	1	2	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2	15	99	13	13	117	366	3.83	
Piedmont	10	1	1	1	1	0	0	0	0	1	0	0	1	0	4	3	1	0	0	0	0	0	0	0	0	0	0	0	0	1	15	75	12	15	62	374	4.01
Southern	6	0	2	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	7	72	2	12	90	300	2.33	
Texas Int'l	11	0	1	0	2	1	0	0	1	0	0	0	3	0	2	2	1	0	0	1	1	0	0	0	0	0	0	0	0	15	145	20	13	108	282	5.32	
Aloha	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	0	0	0	1	28	3	6	43	176	0.51		
Hawaiian	3	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	49	4	6	25	256	1.56	
Air New England	3	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	55	10	17	59			
Air Midwest	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	1	2	1	0	1			
Alaska	6	0	1	1	1	2	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	9	23	3	10	34			
Wien Air Alaska	4	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	15	2	3	27			
Airlift	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	0	0	0	1	6	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	0	4	0	2	7			
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	0	0	0	2		
Foreign	138	6	20	6	19	24	1	20	7	3	5	4	7	21	26	14	4	0	0	0	2	1	1	0	0	1	2	6	13	213	1292	136	192	1277			
Cap Int'l Air Ways, Inc.	12	0	8	3	0	0	0	3	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	4	23	112	18	24	64			
Evergreen Int'l Airlines	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	19	8	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	0	0	0	15	0	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	0	0	0	0		
Overseas Nat'l Airways	17	1	6	0	2	1	1	2	0	0	0	0	0	0	2	1	2	0	0	0	1	0	0	0	0	0	0	0	4	4	27	104	10	14	171		
Trans Int'l Airlines, Inc.	18	0	16	3	0	0	0	1	3	0	0	0	1	0	5	1	2	0	0	0	0	0	0	0	0	0	0	0	0	8	40	191	18	22	83		
World Airways Inc.	18	1	13	2	0	0	0	3	2	0	0	0	0	0	5	6	0	0	0	0	1	0	0	0	0	0	0	0	4	3	40	73	13	4	56		
Foreign Supp.	33	1	17	0	0	1	0	1	1	1	0	0	0	0	10	5	2	0	0	0	3	0	0	0	0	0	0	0	15	8	65	126	23	10	24		
Commuters	32	7	6	1	4	7	0	3	1	3	0	1	1	2	2	0	0	0	0	0	1	0	0	1	0	0	0	0	2	42	349	38	30	263			
Freight Fwdr.	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	6	1	2	7	0	1	20	171	23	21	179			
Agent & Group	208	0	0	0	1	3	2	2	0	0	0	0	5	4	5	2	0	0	1	0	0	1	0	1	1	0	0	0	204	49	280	1442	238	263	1393		
Other	165	2	2	0	13	3	0	5	1	0	0	28	30	5	1	1	3	6	0	3	8	0	3	0	1	1	0	15	34	174	1222	124	82	1010			
TOTAL	Current Month a/	1339	72	204	46	109	106	18	100	48	42	11	39	122	60	141	83	49	11	0	8	40	3	11	13	8	6	14	254	226	1644						
	Year to Date	8513	414	1035	277	726	791	123	666	340	344	89	124	903	501	767	458	387	69	5	48	323	37	84	102	85	60	90	1340	1206		11378					

Increases were shown in the number of complaints relating to customer treatment (71 to 141), flight information (40 to 83), and in-flight service (40 to 49).

Complaints resulting from baggage loss and damage increased from 82 in July to 148 in August. Cargo-related complaints increased slightly for the month from 52 to 55.

Consumers with 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, 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 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/ 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 June, 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 1,238 letters received. One hundred one letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 140,369 during the month of June.

