

CORRECTION

NEWS RELEASE CAB 77-43 DATED MARCH 31, 1977

In the January and February Consumer Reports of the Office of the Consumer Advocate, a line was inadvertently omitted which made it appear that the new format of the report had deleted columns which stated the carrier complaint rates in terms of enplanements. The columns actually deleted were those stating complaint rates in terms of 100 millions of revenue passenger miles. The paragraph (pertinent sentences underlined) should have read:

Starting with the January report, the footnotes which formerly appeared beneath the report table will be carried on a separate page, so that both the notes and the table can be enlarged for easier reading. The new format also deletes the columns added in January 1976 stating the complaint rates in terms of revenue passenger miles. The report will continue the columns stating complaint rates in terms of enplanements as the standard against which each carrier can best measure its own performance.

In the January report, the number of monthly enplanements for United Air Lines was 2,671, rather than 74.

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
Thursday
March 31, 1977
CAB 77-43

AIRLINE CONSUMER COMPLAINT RATE RISES DURING FIRST TWO MONTHS OF 1977

WASHINGTON, D.C. (March 31)--Airline user complaints reported to the Civil Aeronautics Board's Office of the Consumer Advocate (OCA) for the first two months of 1977 ran approximately six percent ahead of the same 1976 period, according to the latest OCA consumer report.

The 1977 two-month total of 3,074 is 170 more than the 2,904 total for January-February 1976.

In January this year, OCA received 1,633 complaints, 134 fewer than in January 1976. The February 1977 total was 1,441, or 304 more than the 1,137 received in February 1976.

Starting with the January report, the footnotes which formerly appeared beneath the report table will be carried on a separate page, so that both the notes and the table can be enlarged for easier reading. The new format also deletes the columns added in January 1976 stating the complaint rates in terms of enplanements as the standard against which each carrier can best measure its own performance.

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.

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 Explanations b/ (100,000 Explanations c/)	Reports per 100,000 Explanations c/		
		Cancel	Delay	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. Yr.			Prev. Yr. thru Same Mo.	
American	84	8	12	3	9	7	2	11	5	4	2	1	4	2	15	4	7	0	0	0	1	3	1	1	0	2	15	119	253	134	76	215	19765.72			
Brantiff	37	3	2	2	6	5	2	1	2	2	0	0	4	6	5	0	4	0	0	0	0	2	0	0	0	0	3	49	138	89	45	115	8315.66			
Continental <u>E/</u>	18	0	2	1	2	2	0	3	0	0	0	1	2	4	4	0	1	0	0	0	0	0	0	0	1	0	1	24	51	27	31	86	6163.73			
Delta	32	2	6	1	2	3	1	6	1	0	1	1	3	0	6	1	0	1	0	1	0	0	1	1	1	0	4	43	99	56	39	114	24701.62			
Eastern	86	0	22	0	6	21	1	9	6	11	3	0	2	4	9	6	8	0	0	0	0	2	1	4	0	1	0	13	129	277	148	117	270	25774.70		
National	17	0	1	0	2	1	0	1	2	1	0	0	1	3	2	0	4	0	0	0	0	0	0	0	0	0	2	20	51	31	9	16	5383.72			
Northwest	44	4	10	4	1	5	0	9	5	5	0	0	0	2	1	5	4	0	0	1	0	1	1	0	0	0	5	63	130	67	65	245	8457.22			
Trans World	51	1	3	1	4	1	1	10	2	2	0	1	8	5	5	4	4	0	0	0	0	0	0	1	1	0	0	12	66	150	84	83	194	13874.61		
United	62	9	9	5	5	2	2	5	3	3	2	2	3	2	12	5	3	0	0	0	0	0	0	1	0	0	0	9	82	190	108	68	142	28822.81		
Western	21	1	3	1	5	5	0	1	1	1	1	0	0	3	1	3	0	0	0	0	0	0	0	0	1	0	0	2	29	56	27	22	72	7453.76		
Pan American	25	2	4	1	2	3	0	3	1	0	0	3	2	2	4	0	3	1	0	1	0	0	1	0	0	1	0	1	35	67	32	47	96	6175.35		
Airwest	12	2	0	0	1	1	0	1	0	0	0	0	3	0	1	1	0	0	0	0	0	0	0	0	0	0	4	14	40	26	26	63	3893.60			
Allegheny <u>e/</u>	33	6	3	4	0	7	1	3	2	1	1	0	4	3	2	5	0	1	0	0	0	0	0	1	0	0	0	2	46	97	51	20	86	10384.34		
Frontier	5	0	0	1	2	1	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	1	8	15	7	14	37	3792.11		
North Central	7	2	2	0	1	2	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	11	29	18	6	29	4242.59		
Ozark	9	1	2	0	1	4	0	0	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	15	24	9	8	34	3334.51		
Piedmont	6	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	1	6	13	7	3	12	3191.88		
Southern	11	2	4	0	1	1	1	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	1	14	25	11	12	28	2904.83		
Texas Int'l	14	3	5	1	0	5	1	0	1	1	0	0	1	1	3	0	0	0	0	0	0	1	0	1	0	1	0	0	25	37	12	8	38	2379.28		
Aloha	2	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	6	4	1	5	1791.12			
Hawaiian	7	0	1	0	0	0	0	1	3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	7	26	19	2	4	2193.20			
Air New England	6	2	1	1	0	1	0	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	10	19	9	4	8				
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	0	0	0			
Alaska	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	5	9				
Wien Air Alaska	4	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4	6	2	3	6				
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	3	3	0	0			
Flying Tiger	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	3	3	0	0	0	0			
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	1			
Foreign	109	3	24	5	14	22	3	22	4	4	2	2	9	8	14	7	7	0	0	1	0	2	2	1	0	0	5	10	170	359	189	198	377			
Cap Int'l Air Ways, Inc.	7	0	2	0	0	0	0	2	2	2	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	11	20	9	0	6			
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	0	0	0	0	0	0	0		
McCulloch Int'l Airlines	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	13	12	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		
Overseas Nat'l Airways	3	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	4	16	12	9	34			
Trans Int'l Airlines, Inc.	22	0	16	0	0	0	0	3	2	1	1	0	0	0	7	9	0	0	0	0	0	0	0	0	0	0	0	5	44	65	21	3	5			
World Airways Inc.	7	0	3	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	7	8	1	8	30				
Foreign Supp.	7	0	1	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	8	19	11	0	0				
Commuters	33	4	3	0	4	10	0	3	3	6	0	0	2	1	1	1	0	0	0	0	0	1	2	1	0	1	1	44	103	59	26	59				
Freight Fwdr.	39	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	5	7	1	9	10	0	39	58	19	19	45				
Agent & Group	107	0	0	0	0	3	2	2	0	0	0	0	2	6	2	2	0	0	0	0	0	0	0	0	0	93	18	130	258	128	114	234				
Other	145	2	3	1	5	1	0	2	3	5	0	3	42	1	2	2	15	1	0	0	0	0	1	1	0	0	42	26	158	349	191	85	187			
d Current Month	1073	57	144	33	73	116	16	105	53	52	14	15	94	61	103	60	62	7	0	4	6	12	20	16	15	16	148	141	144							
Year to Date	2221	134	308	78	187	260	36	172	104	107	30	23	226	134	232	138	141	17	3	11	15	22	30	30	17	24	266	309		3074						
Previous Month	1148	77	164	45	114	144	20	69	51	55	16	13	137	73	129	78	70	10	3	7	9	10	10	14	2	8	178	168		1613						
Same Mo. Previous Yr.	834	50	90	29	95	92	19	69	37	31	9	10	8	2	73	41	3	0	1	6	10	1	9	8	6	62	191			1137						
Prev Yr. thru Same Mo.	2017	140	270	68	256	248	33	151	80	86	26	16	163	151	233	150	2	10	10	10	26	33	14	12	20	139	452				2904					

CARRIER	Number of Letters	FLIGHTS					PASSENGERS					BAGGAGE					CARGO					TOTAL		Miles En Route	Remarks
		Carried	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to	Up to			
American	50	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Boeing	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Continental	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Delta	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Eastern	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
National	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Northwest	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Trans World	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
United	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Western	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Pan American	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17			
Airwest	20	6	1	2	2	4	0	0	0	2	0	0	1	0	3	2	0	2	0	0	0	0			
Allegheny e/	35	8	3	3	7	7	0	1	3	1	0	0	2	3	1	8	0	0	0	0	0	0			
Frontier	5	2	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
North Central	12	0	1	0	2	3	1	1	2	1	0	0	2	1	3	0	0	0	0	0	0	0			
Ozark	9	1	2	0	0	0	0	0	0	1	0	1	1	0	0	0	1	0	0	0	0				
Piedmont	5	0	0	1	0	2	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0				
Southern	7	0	2	1	2	0	0	1	0	1	0	0	0	0	2	2	0	0	0	0	0				
Texas Int'l	9	1	3	0	1	3	0	0	1	0	0	0	0	0	2	0	1	0	0	0	0				
Alaska	3	0	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0				
Hawaiian	11	0	0	0	7	5	0	1	0	2	0	0	0	0	2	0	0	0	0	0	0				
Air New England	5	3	0	0	1	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0				
Air Midwest	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Alaska	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wien Air Alaska	2	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0				
Airlift	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	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				
Seaboard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Foreign	109	5	18	5	20	33	2	13	11	7	0	3	11	12	15	10	3	0	0	1	1				
Cap Int'l Air Ways, Inc.	6	0	1	1	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0				
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				
McCulloch Int'l Airlines	6	0	3	5	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0				
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				
Overseas Nat'l Airways	4	0	6	0	0	0	0	1	1	0	0	0	1	0	2	0	0	0	0	0	0				
Trans Int'l Airlines, Inc.	9	0	7	0	0	0	0	0	0	1	2	0	0	6	0	3	0	1	0	0	0				
World Airways Inc.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0				
Foreign Supp.	8	0	3	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0				
Commuters	44	8	7	1	7	10	0	4	2	6	0	0	1	1	1	0	0	1	0	0	1				
Freight Fwd.	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	5	1	3	4				
Agent & Group	102	0	0	0	0	0	0	2	0	0	0	0	5	7	0	1	0	0	0	0	0				
Other	167	1	6	0	4	2	1	3	0	1	4	3	54	1	12	0	37	0	0	0	1				
d/Current Month	1148	77	164	45	114	144	20	69	51	55	16	8	132	73	129	78	79	10	3	7	9				
Year to Date	1148	77	164	45	114	144	20	69	51	55	16	8	132	73	129	78	79	10	3	7	9				
Previous Month	832	52	96	35	73	95	15	59	32	34	10	3	99	44	65	51	31	1	0	6	1				
Same Mo. Previous Yr.	1179	90	180	59	161	156	18	82	43	55	17	6	81	79	159	118	49	7	1	4	9				
Prev Yr. Thru Same Mo.	1179	90	180	59	161	156	18	82	43	55	17	6	81	79	159	118	49	7	1	4	9				

FOOTNOTES 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 for the January report are taken from CAB Form 41 report for November 1976, and for the February report from the December 1976 Form 41 report. Both scheduled and nonscheduled services are included.
- c/ Based on passenger complaints only; cargo complaints have been eliminated.
- d/ During January, 1,052 letters were received and 96 letters had complaints against more than one carrier. During February, 1,004 letters were received and 69 had complaints against more than one carrier.
- e/ Allegheny enplanements includes Allegheny commuter boardings of 114,164 in January report and 115,615 in February report.
- f/ Continental was on strike during the period 10/23/76-11/16/76, resumed partial operations during the period 11/17/76-12/11/76 and resumed full operation on 12/12/76.