

Increases were shown in the number of complaints relating to customer treatment (59 to 71), refunds (53 to 68), flight information (30 to 70), in-flight service (27 to 40), and service in general (8 to 12).

Complaints resulting from baggage loss or damage dropped from 116 in June to 82 in July. Cargo-related complaints increased slightly for the month from 49 to 52.

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 May, 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 959 letters received. Eighty-two letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 128,567 during the month of May.

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
Monday
August 16, 1977
CAB 77-144

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

AIRLINE CONSUMER COMPLAINTS INCREASE IN JULY

WASHINGTON, D.C. (August 16)--Airline consumer complaints increased substantially in July compared with those of the previous month, the Civil Aeronautics Board's Office of the Consumer Advocate reported today.

There were 1,358 complaints recorded for the month of July compared with the 1,052 reported in June. The 306 increase in airline complaints mark a 29 percent rise in one month, but are fewer than the 1,389 reported in July of 1976. However, the 9,534 complaints reported this year to date are almost 3 percent less than the 9,822 recorded from January through July of 1976.

The 781 fare complaints reported to date are a 24.1 percent decrease from the 1,025 complaints on airline fares reported last year. Fare complaints were up from 111 in June to 116.

The Office of Consumer Advocate reported 63 smoking complaints for the month of July compared with the 27 in June.

Flight complaints (cancellations, delays or other problems) increased from 107 in June to 198. Reservations complaints (oversales, ticketing, or other problems) increased from 133 to 157.

CONTINUED ON BACK PAGE

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 Enplane-ments b/ (000 Omitted)	Reports per 100,000 Enplane-ments c/
		Cancel'd	Delay'd	Irregu-larities	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.	Smoking	COD	Loss	Damage	Delay	Other	Rates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev Yr. thru Same Mo.		
American	62	2	6	0	6	2	0	6	6	2	0	0	4	5	7	1	7	1	0	0	4	0	1	0	2	0	0	0	10	72	696	59	101	746	2021	3.41
Braniff	19	0	3	0	2	1	0	2	0	3	0	1	0	2	2	2	0	0	0	0	1	0	0	0	1	0	0	1	3	24	313	26	25	318	823	2.80
Continental	24	3	4	1	2	3	0	0	1	0	0	0	2	2	0	3	3	0	0	1	6	0	0	0	0	1	0	0	1	33	145	12	14	200	655	4.89
Delta	24	0	2	0	3	5	0	1	0	1	1	0	4	1	1	1	0	0	0	0	2	0	0	1	0	0	0	0	2	25	290	38	37	334	2474	0.97
Eastern	67	3	13	0	1	10	3	6	3	3	2	0	7	6	4	3	4	1	0	0	5	1	0	3	0	0	0	0	11	89	862	62	106	887	2487	3.4
National	11	0	2	0	3	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	11	170	17	18	134	494	2.23	
Northwest	24	2	7	3	1	6	1	1	1	3	0	0	0	1	2	2	2	1	0	0	3	0	0	0	0	0	0	0	2	38	289	27	52	531	814	4.67
Trans World	81	6	10	2	6	3	1	8	2	9	1	0	14	7	7	1	5	0	0	0	7	1	0	0	2	0	0	2	13	107	563	83	113	654	1557	6.68
United	57	2	8	0	4	4	2	3	0	3	0	0	9	2	5	1	3	0	0	0	10	0	1	0	2	0	2	1	6	68	541	61	90	565	2888	2.18
Western	12	2	4	0	1	1	0	0	1	1	0	0	1	0	1	2	0	0	0	0	1	0	0	1	0	0	0	0	1	17	155	10	13	189	729	2.20
Pan American	39	2	4	4	2	4	0	0	2	3	1	2	6	5	2	3	1	0	0	1	2	0	1	0	1	0	0	1	7	54	306	45	49	337	731	7.11
Airwest	17	1	2	4	3	2	0	0	1	2	0	0	0	2	2	0	0	0	0	0	1	0	0	0	0	0	0	1	21	108	6	7	106	417	5.04	
Allegheny e/	37	5	4	2	2	7	0	1	2	1	1	0	3	3	5	3	1	2	0	1	1	0	0	1	0	0	0	6	51	281	26	34	269	1161	4.31	
Frontier	8	0	1	0	2	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	2	10	49	4	15	99	370	2.16	
North Central	16	1	2	0	2	1	0	2	1	1	1	1	1	2	1	2	0	0	0	0	0	0	0	0	0	0	0	1	19	80	9	16	95	450	4.22	
Ozark	7	0	5	0	1	0	1	0	0	1	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	13	84	4	14	104	355	3.66	
Piedmont	8	2	0	1	0	0	1	0	0	0	0	0	0	0	4	1	0	2	0	0	0	0	0	0	0	0	0	1	12	60	9	11	47	368	3.26	
Southern	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	65	7	3	78	295	0.68	
Texas Int'l	13	1	2	1	2	4	0	1	0	1	0	0	3	0	3	0	0	0	0	0	1	0	0	0	0	0	0	1	20	130	23	14	95	261	7.66	
Aloha	3	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	27	3	5	37	190	1.58		
Hawaiian	3	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	45	6	5	19	241	1.66	
Air New England	6	1	3	0	1	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	10	51	6	15	42			
Air Midwest	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	0	1	1	0	0	1			
Alaska	2	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	3	14	3	9	24			
Wien Air Alaska	2	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	1	2	11	1	6	24			
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	5	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	4	1	1	5			
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	2			
Foreign	89	1	16	3	9	11	1	14	2	10	2	3	12	15	7	3	9	1	0	0	7	0	0	0	0	0	0	1	9	136	1079	109	133	1105		
Cap Int'l Air Ways, Inc	11	0	4	0	0	0	0	1	0	1	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	6	2	18	89	14	9	40		
Evergreen Int'l Airlines	4	0	4	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	8	18	0	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	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		
Overseas Nat'l Airways	6	0	2	1	0	0	0	1	0	0	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	2	0	10	77	12	29	157			
Trans Int'l Airlines, Inc.	11	0	3	1	0	0	0	0	2	0	0	0	3	0	0	1	1	0	0	0	2	0	0	0	0	0	0	1	4	18	151	11	19	61		
World Airways Inc.	5	2	2	1	0	0	0	0	0	0	0	0	0	0	1	3	1	0	0	2	0	0	0	0	0	0	0	1	13	33	3	4	52			