

The Office of Consumer Advocate also reported that the smoking complaints it received in June, brought the total smoking complaints received in the first half of 1977 to 215. Eastern Airlines has led all carriers with 41 so far this year, while United Airlines (28) and American Air Lines (21) were second and third. Smoking complaints reported during June were: United, 2; National, 2; Pan Am, 2; Continental, 1; Northwest, 1; Trans World, 4; Eastern, 1; American, 3; Iberia, 1; Braniff, 1; Air France, 1; Olympic, 1; World, 1; other 1.

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.

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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 April, 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 785 letters received. Sixty-five letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 128,567 during the month of April.

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
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AIRLINE CONSUMER COMPLAINTS UP SLIGHTLY IN JUNE

WASHINGTON, D.C. (July 29)--The Civil Aeronautics Board's Office of the Consumer Advocate today reported a slight increase in the number of airline consumer complaints it handled in June 1977 compared with the number it received in May.

The 1,051 complaints logged in June were five more than the 1,046 reported in May but 398 fewer than those reported in June of 1976. That is a 27 percent decrease from the same month last year.

Flight complaints (cancellations, delays or other problems) dropped from 120 in May to 107. Reservations complaints (oversales, ticketing, or other problems) dropped from 146 to 133. Complaints resulting from baggage handling or charges, however, increased from 162 in May to 168 in June.

Increases were shown in the number of complaints relating to fares (100 to 111), customer treatment (56 to 59), service in general (three to eight), and charters (131 to 147). Other trip-related complaints decreased from May: refunds (60 to 53), flight information (33 to 30), and in-flight services (36 to 27). Cargo-related complaints dropped from 54 to 49.

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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/
		Canceled	Delay'd	Irregu-larities	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.	COB	Loss	Damage	Delay	Other	Rates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. thru Same Mo.		
American	51	0	3	1	1	2	2	8	8	4	2	0	9	5	2	0	2	0	0	0	0	0	0	1	0	9	59	624	71	122	645	1964	2.95		
Braniff	24	0	0	1	3	0	1	4	3	2	1	0	1	4	0	0	0	0	0	0	1	0	1	0	0	4	26	289	27	42	293	805	2.98		
Continental	9	0	3	1	0	0	0	2	0	0	0	0	2	1	0	0	2	0	0	0	0	0	0	0	1	12	112	11	21	186	620	1.94			
Delta	30	1	6	3	1	0	0	3	3	0	0	0	6	1	3	1	0	1	0	0	0	1	0	1	1	0	6	38	265	35	41	297	2602	1.35	
Eastern	46	0	8	1	1	5	1	12	2	3	0	1	6	4	1	5	3	1	0	0	0	1	0	0	0	7	62	771	88	114	781	2807	2.17		
National	13	0	3	0	0	0	0	1	2	0	0	0	2	0	1	1	3	0	0	0	0	0	0	0	0	4	17	159	21	23	116	582	2.92		
Northwest	19	0	5	1	3	2	1	1	0	1	0	0	2	0	1	2	4	0	0	0	0	0	0	0	0	4	27	251	20	47	479	855	3.16		
Trans World	62	3	4	0	0	6	0	5	1	5	0	4	9	2	9	5	2	1	0	1	0	1	0	3	0	0	22	83	456	52	119	541	1434	5.51	
United	43	3	3	1	9	7	5	3	2	2	0	0	4	1	8	3	2	0	0	0	0	1	0	0	1	0	7	62	474	62	106	475	2856	2.10	
Western	9	0	1	0	1	1	1	1	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	10	138	8	24	176	760	1.18		
Pan American	32	3	3	1	1	4	1	2	1	0	1	1	4	2	5	4	3	0	0	1	1	0	0	1	0	6	45	252	33	73	288	690	6.23		
Airwest	4	0	1	0	0	0	0	1	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	1	6	87	12	7	99	423	1.42		
Allegheny e/	17	4	0	0	3	3	0	1	0	1	0	0	5	1	2	2	0	1	0	2	0	0	0	0	1	0	0	26	230	23	34	235	1117	2.24	
Frontier	4	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	39	7	11	84	360	1.11		
North Central	7	0	1	0	0	2	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0	2	9	61	4	7	79	440	2.05	
Ozark	4	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4	71	13	11	90	339	0.89		
Piedmont	7	1	0	1	1	0	0	0	0	0	0	0	1	0	3	0	1	0	0	0	0	0	0	0	0	1	9	48	10	6	36	350	2.57		
Southern	4	0	1	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	7	63	5	10	75	295	2.37		
Texas Int'l	16	1	3	1	4	2	0	2	1	1	0	1	3	1	1	0	0	0	0	0	0	0	0	0	0	0	2	23	110	15	7	81	253	0.79	
Aloha	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	3	24	5	6	32	220	0.91		
Hawaiian	4	0	0	0	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	6	41	0	1	14	268	2.24		
Air New England	5	1	0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	6	41	3	8	27				
Air Midwest	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	0	0	0	0	0	0	1			
Alaska	3	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	11	3	0	15			
Wien Air Alaska	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	0	1	9	1	0	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	5	0	0	0				
Flying Tiger	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	0	0	1	4	0	0	4			
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	84	1	6	3	7	12	1	15	8	1	1	1	7	19	5	0	2	0	0	0	0	4	0	0	1	2	5	8	109	943	128	133	972		
Cap Int'l Air Ways, Inc	6	0	4	1	0	0	0	2	1	0	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	2	14	71	21	6	31			
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	10	3	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	15	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	0			
Overseas Nat'l Airways	6	0	4	0	0	0	0	1	1	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	1	2	12	67	10	24	128			
Trans Int'l Airlines, Inc.	6	0	1	0	0	0	0	2	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	3	11	133	19	15	42			
World Airways Inc.	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	20	5	8	48			
Foreign Supp.	8	0	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	10	38	2	4	9			
Commuters	17	1	1	1	4	1	0	2	0	2	0	0	3	0	1	2	0	0	0	0	0	0	1	0	0	0	0	19	269	42	28	203			
Freight Fwdr.	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0	2	3	0	12	128	23	20	140			
Agent & Group	134	0	0	0	1	1	1</																												