

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.

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 are taken from CAB Form 41 report for January, 1977, the most recent available to the Board. Both scheduled and non-scheduled services are included.
- c/ Based on passenger complaints only; cargo complaints have been eliminated.
- d/ Represents 1,188 letters received. Eighty-six letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 112,416 during the month of January.

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

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ON OR AFTER
Wednesday
April 20, 1977
CAB 77-51

CAB RELEASES MARCH CONSUMER COMPLAINT REPORT

WASHINGTON, D.C. (April 20)--The Civil Aeronautics Board's Office of the Consumer Advocate (OCA) has reported that 1,727 air transportation consumer complaints were filed in March, approximately 20 percent more than in February and 17 percent more than the 1,475 that OCA received in March 1976.

In individual categories, complaints concerning oversales almost doubled from the previous month; there were 73 "bumping" complaints in February, 141 in March. However, the 328 oversales complaints reported during the first three months of 1977 are nine percent fewer than the 362 reported through the same 1976 period.

Complaints involving fares for the first three months of this year totaled 359, a 20 percent increase over the 298 received through March 1976. However, complaints concerning refunds decreased about 19 percent, from 244 for the first quarter of 1976 to 198 for the first 1977 quarter. There was a five percent decrease in baggage-related complaints from February to March this year (from 237 to 224) but baggage complaints for the first quarter of 1977 were up about 20 percent over the same 1976 quarter (from 552 to 660).

MORE

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/
		Cancl'd	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	105	2	8	1	24	7	1	20	8	5	3	4	4	4	19	6	6	1	0	0	0	0	1	1	0	0	2	15	142	395	119	130	345	1876	7.46
Braniff	39	0	8	2	5	1	0	4	5	2	1	0	3	3	7	3	3	1	0	0	0	0	0	1	0	0	1	4	54	192	49	61	176	813	6.52
Continental	18	2	0	3	2	5	0	2	0	0	0	0	1	0	2	0	2	0	0	0	0	0	1	1	0	0	4	25	76	24	17	103	620	3.71	
Delta	44	2	5	1	9	5	1	2	4	1	0	1	5	4	5	2	2	0	0	0	0	1	0	0	0	0	4	54	153	43	62	176	2348	2.26	
Eastern	117	14	19	4	5	40	1	11	10	5	3	0	10	3	12	12	8	0	0	2	0	1	1	0	2	0	0	34	197	474	129	159	429	2535	7.61
National	35	3	10	3	6	5	0	1	0	2	1	0	1	0	10	2	2	0	1	3	0	0	3	0	0	0	0	0	53	104	20	26	42	536	9.33
Northwest	24	0	5	3	1	0	0	4	3	0	0	0	2	4	1	2	0	0	0	0	0	1	1	0	0	0	0	4	31	161	63	67	312	844	3.44
Trans World	68	4	9	5	7	6	2	1	4	2	0	1	11	6	7	4	4	0	0	0	0	0	2	0	0	0	14	89	239	66	81	275	1353	6.43	
United	65	4	8	2	11	1	2	4	5	1	0	0	5	5	9	1	3	0	0	0	0	2	1	0	0	1	15	80	270	82	97	239	2690	2.86	
Western	20	0	5	1	3	7	0	1	0	0	0	0	0	0	2	4	1	0	0	0	0	1	0	0	0	0	5	30	86	29	36	108	766	3.79	
Pan American	26	1	8	1	2	4	0	4	0	1	0	0	2	1	1	2	0	0	0	0	0	1	0	1	0	0	0	8	37	104	35	44	140	666	5.26
Airwest	19	1	3	1	3	0	0	1	0	1	0	0	4	1	2	2	2	0	0	0	0	0	0	0	0	0	0	4	25	65	14	9	72	402	6.22
Allegheny e/	30	8	6	3	1	3	1	3	0	1	0	0	4	2	2	5	0	0	0	0	0	0	0	1	0	0	4	44	141	46	36	122	921	4.67	
Frontier	5	0	1	1	1	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	7	22	8	15	52	376	1.86	
North Central	8	1	2	0	1	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	1	0	0	0	1	9	38	11	21	50	412	1.94	
Ozark	6	0	1	0	2	2	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	1	10	34	15	20	54	320	3.13	
Piedmont	9	3	0	1	0	0	0	0	0	1	2	0	1	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	12	25	6	9	21	281	4.27
Southern	11	0	3	1	3	0	0	1	0	1	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	1	14	39	14	11	39	279	5.02	
Texas Int'l	16	2	3	2	2	2	0	3	1	0	1	0	1	0	4	0	0	1	0	0	0	0	0	0	0	0	1	23	60	25	15	53	227	10.13	
Aloha	3	1	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	10	2	11	16	204	1.96	
Hawaiian	4	0	2	0	0	0	0	0	3	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	7	33	7	5	9	283	2.47	
Air New England	2	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	22	10	6	14			
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			
Alaska	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	4	5	1	0	9			
Wien Air Alaska	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	1	7	4	1	7			
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	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	0	0	0	0	0	0	0	0	3	3	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	0	1		
Foreign	156	3	20	6	35	20	3	28	8	7	1	5	15	16	11	11	2	0	0	0	1	0	1	0	3	0	4	9	209	568	170	177	554		
Cap Int'l Air Ways, Inc	2	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	3	23	11	6	12			
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		
McCulloch Int'l Airlines	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	0	1	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	0	0		
Overseas Nat'l Airways	7	0	5	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	9	25	4	21	55			
Trans Int'l Airlines, Inc.	10	0	6	2	0	0	0	2	2	2	0	0	0	0	7	2	0	0	0	0	0	0	0	0	0	0	0	1	24	89	44	11	16		
World Airways Inc.	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4	12	7	4	34			
Foreign Supp.	7	0	1	1	0	0	0	2	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	2	1	9	28	8	2	2			
Commuters	37	7	9	4	2	13	0	0	2	4	0	0	2	2	1	3	0	0	0	1	3	2	0	0	0	1	0	3	59	162	44	47	106		
Freight Fwdr.	17	0	0	0	0	0	0	0	0</																										