

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 March 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 798 letters received. Fifty-two letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 130,930 during the month of March.

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
Wednesday
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CAB 77-99

Contact: Wallace C. Stefany
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AIRLINE CONSUMER COMPLAINTS DECREASE IN MAY

WASHINGTON, D.C. (June 15)--The Civil Aeronautics Board's Office of the Consumer Advocate today reported a decrease in the number of airline consumer complaints it handled in May 1977 compared with the number it received in May 1976.

The 1,046 complaints logged were 384 fewer than the 1,430 reported in May of the previous year, a 27 percent decrease, and 232 fewer than those reported in April, representing an 18 percent decrease from that month.

Flight complaints (cancellations, delays or other problems) dropped from 191 in April to 120. Reservations complaints (oversales, ticketing, or other problems) dropped from 200 in April to 146. Complaints resulting from baggage handling or charges, however, increased from 157 in April to 162 in May.

Increases were registered in the number of complaints relating to fares (95 to 100) and in-flight services (33 to 36), while other trip-related complaints decreased: refunds (70 to 60), customer treatment (90 to 56), flight information (60 to 33) and services in general (11 to three). Cargo complaints rose from 52 to 54, while charter-related complaints rose from 109 to 131, but that they were down from the 146 reported in May 1976.

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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/	
		Cancel	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	67	0	2	2	5	9	1	14	5	2	0	0	9	6	3	2	1	0	0	0	0	0	1	1	0	0	0	8	71	565	98	89	523	1948	3.54	
Braniff	22	0	1	0	2	2	0	5	1	0	1	2	2	4	1	0	1	0	0	0	0	0	0	0	0	0	0	5	27	263	44	36	251	860	3.14	
Continental	8	0	1	1	1	0	1	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0	0	0	2	11	100	12	32	165	630	1.43	
Delta	30	1	2	2	2	3	1	4	1	0	0	0	4	1	3	3	2	0	0	1	0	0	1	0	2	0	0	2	35	227	39	34	256	2670	1.20	
Eastern	67	5	11	1	3	13	1	2	5	1	1	0	8	4	4	4	3	0	0	2	0	1	2	0	1	0	0	16	88	709	147	110	667	2911	2.89	
National	16	1	3	0	1	0	1	1	1	2	0	0	1	2	1	2	2	0	0	0	0	0	1	0	0	0	0	2	21	142	17	33	93	576	3.47	
Northwest	16	1	2	0	1	2	0	1	2	3	0	0	0	2	1	1	0	1	0	0	0	0	0	0	0	0	0	3	20	224	43	52	432	894	2.24	
Trans World	39	1	3	2	2	4	0	5	3	1	0	1	6	3	2	2	4	0	0	0	0	0	0	2	0	0	0	11	52	373	79	69	422	1405	3.56	
United	56	1	7	2	9	3	1	3	2	5	1	0	4	3	1	1	4	0	0	0	0	0	1	0	0	1	1	12	62	412	74	62	369	2906	2.07	
Western	7	0	0	1	1	0	0	0	0	1	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	1	8	128	31	23	152	806	0.99	
Pan American	24	6	2	0	0	0	1	3	0	1	0	1	2	3	2	2	3	0	0	1	0	0	0	1	0	0	2	3	33	207	51	44	215	650	4.92	
Airwest	10	2	1	1	0	0	1	1	0	0	0	0	0	0	0	2	1	0	0	0	0	0	1	0	0	0	0	2	12	81	4	10	90	442	2.49	
Allegheny e/	18	1	0	2	1	4	0	3	0	1	1	0	0	2	1	2	1	0	0	0	0	0	0	1	0	0	0	3	23	204	40	43	201	1072	2.05	
Frontier	5	0	0	2	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	7	35	6	6	73	394	1.77	
North Central	4	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	4	52	10	13	72	454	0.66	
Ozark	8	1	0	0	2	2	0	0	3	2	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	13	67	20	14	79	352	3.69	
Piedmont	7	1	1	0	3	0	0	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	1	0	0	0	0	0	10	39	5	7	30	325	2.77	
Southern	4	0	1	0	2	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	56	11	12	65	312	1.60	
Texas Int'l	11	1	1	0	2	0	0	3	0	0	0	0	3	0	0	1	0	0	0	1	0	0	1	0	0	0	0	2	15	87	12	13	74	261	5.36	
Aloha	4	0	0	0	0	1	0	1	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	21	6	2	26	226	2.21	
Hawaiian	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	35	2	2	13	285		
Air New England	2	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	35	10	1	19			
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	1			
Alaska	2	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	8	0	5	15			
Wien Air Alaska	1	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	1	8	0	3	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	0	0	5	2	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	0	3	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	0	1			
Foreign	91	4	12	0	11	13	0	12	6	4	3	2	14	16	13	1	3	0	0	0	0	1	2	0	1	1	3	6	128	834	138	176	839			
Cap Int'l Air Ways, Inc	9	0	5	2	0	0	0	0	1	0	0	0	0	0	5	2	2	0	0	0	0	0	0	0	0	0	0	0	4	21	57	13	6	25		
Evergreen Int'l Airlines	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	10	0	0	0			
McCulloch Int'l Airlines	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	0	1	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			
Overseas Nat'l Airways	6	1	4	0	0	0	0	0	1	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	10	55	20	33	104			
Trans Int'l Airlines, Inc.	10	0	1	0	0	0	0	4	2	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	6	19	122	14	7	27		
World Airways Inc.	2	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	5	17	0	0	40			
Foreign Supp.	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0</														