

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 September 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 1,026 letters received. One hundred one letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 137,265 during the month of September.

CIVIL AERONAUTICS BOARD  
WASHINGTON, D. C. 20428  
OFFICIAL BUSINESS  
PENALTY FOR PRIVATE USE \$300  
B-22

POSTAGE AND FEES PAID  
CIVIL AERONAUTICS BOARD



# CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER  
Wednesday  
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CAB 77-223

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## AIRLINE CONSUMER COMPLAINTS DECREASE IN NOVEMBER

WASHINGTON, D. C. (December 28)--Airline consumer complaints decreased in November compared with those of the previous month, the Civil Aeronautics Board's Office of the Consumer Advocate reported today.

The office reported 1,522 complaints for the month of November and 1,776 in October. The decrease marks a 14.3 percent drop in one month, but is 24.6 percent more than the 1,221 complaints reported in November, 1976. The 16,372 complaints reported for 1977 to date are 9 percent more than the 14,996 recorded for the same 1976 period.

There were 45 smoking complaints for the month of November compared with 43 in October.

Decreases occurred in most of the major categories of consumer complaints: flights, 282 to 248; reservations, 224 to 191; and cargo, 56 to 55. Baggage related complaints increased from 211 to 214.

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, or call (202) 673-5526.

ATTACHMENTS

| 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. | Smoking | COD   | Loss | Damage | Delay | Other | Rates |          |       | Current Month | Year to Date | Previous Month | Same Mo. Prev. Yr. | Prev. Yr. thru Same Mo. |                                        |                                      |
| American                   | 79                | 3       | 5       | 3                | 10           | 5        | 5         | 11      | 6      | 5     | 0     | 1     | 6     | 5       | 14                 | 4           | 2                 | 1                  | 0              | 0     | 1       | 0     | 2    | 1      | 1     | 0     | 1     | 2        | 3     | 97            | 1106         | 96             | 80                 | 1070                    | 1985                                   | 4.64                                 |
| Braniff                    | 24                | 0       | 0       | 0                | 3            | 3        | 0         | 8       | 3      | 2     | 0     | 0     | 1     | 0       | 2                  | 0           | 1                 | 0                  | 0              | 0     | 3       | 0     | 1    | 1      | 0     | 0     | 0     | 0        | 0     | 28            | 461          | 31             | 46                 | 439                     | 755                                    | 3.44                                 |
| Continental                | 13                | 1       | 2       | 0                | 0            | 1        | 0         | 4       | 0      | 1     | 0     | 0     | 1     | 2       | 1                  | 0           | 1                 | 1                  | 0              | 0     | 2       | 0     | 0    | 0      | 0     | 0     | 0     | 3        | 20    | 259           | 24           | 20             | 286                | 643                     | 2.97                                   |                                      |
| Delta                      | 40                | 3       | 6       | 1                | 3            | 4        | 2         | 2       | 2      | 0     | 0     | 0     | 8     | 2       | 1                  | 3           | 1                 | 0                  | 0              | 0     | 3       | 0     | 0    | 1      | 0     | 2     | 0     | 0        | 3     | 47            | 468          | 42             | 22                 | 435                     | 2399                                   | 1.83                                 |
| Eastern                    | 62                | 2       | 8       | 0                | 6            | 14       | 7         | 5       | 1      | 1     | 1     | 0     | 12    | 3       | 4                  | 3           | 0                 | 2                  | 0              | 2     | 4       | 0     | 0    | 0      | 0     | 0     | 0     | 10       | 85    | 1237          | 80           | 48             | 1182               | 2308                    | 3.68                                   |                                      |
| National                   | 24                | 0       | 4       | 1                | 1            | 0        | 0         | 5       | 2      | 3     | 0     | 0     | 5     | 1       | 1                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 4        | 27    | 278           | 20           | 15             | 178                | 408                     | 6.62                                   |                                      |
| Northwest                  | 28                | 1       | 5       | 1                | 1            | 8        | 3         | 4       | 0      | 1     | 0     | 0     | 2     | 1       | 3                  | 3           | 2                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 1     | 0        | 5     | 41            | 540          | 31             | 31                 | 708                     | 844                                    | 4.74                                 |
| Trans World                | 95                | 4       | 15      | 4                | 9            | 5        | 1         | 10      | 7      | 12    | 2     | 3     | 10    | 7       | 4                  | 1           | 3                 | 0                  | 0              | 1     | 6       | 0     | 0    | 0      | 2     | 1     | 0     | 10       | 16    | 133           | 1061         | 129            | 111                | 1050                    | 1617                                   | 8.04                                 |
| United                     | 53                | 2       | 13      | 1                | 8            | 2        | 0         | 9       | 1      | 3     | 0     | 0     | 5     | 3       | 6                  | 4           | 4                 | 0                  | 0              | 1     | 1       | 0     | 1    | 0      | 0     | 0     | 0     | 2        | 6     | 72            | 820          | 73             | 83                 | 879                     | 2970                                   | 2.39                                 |
| Western                    | 12                | 1       | 1       | 0                | 1            | 1        | 0         | 3       | 0      | 1     | 0     | 2     | 1     | 1       | 2                  | 1           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 0     | 15            | 250          | 28             | 19                 | 284                     | 752                                    | 2.00                                 |
| Pan American               | 48                | 0       | 20      | 1                | 1            | 2        | 2         | 7       | 1      | 2     | 1     | 0     | 4     | 3       | 9                  | 1           | 6                 | 0                  | 0              | 2     | 4       | 0     | 0    | 0      | 0     | 0     | 0     | 2        | 6     | 74            | 615          | 105            | 41                 | 513                     | 828                                    | 8.94                                 |
| Airwest                    | 12                | 0       | 2       | 1                | 3            | 0        | 0         | 1       | 0      | 0     | 0     | 0     | 1     | 0       | 1                  | 2           | 2                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 2        | 15    | 160           | 9            | 11             | 153                | 436                     | 3.44                                   |                                      |
| Allegheny e/               | 33                | 7       | 8       | 0                | 3            | 6        | 0         | 4       | 2      | 0     | 0     | 1     | 3     | 1       | 4                  | 5           | 0                 | 1                  | 0              | 0     | 2       | 0     | 0    | 1      | 0     | 0     | 0     | 4        | 52    | 468           | 51           | 21             | 408                | 1142                    | 4.47                                   |                                      |
| Frontier                   | 9                 | 3       | 1       | 1                | 1            | 3        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 1                  | 1           | 0                 | 1                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 12    | 101           | 11           | 13             | 152                | 378                     | 3.18                                   |                                      |
| North Central              | 6                 | 3       | 1       | 1                | 0            | 0        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 2                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 7     | 128           | 8            | 7              | 131                | 466                     | 1.50                                   |                                      |
| Ozark                      | 8                 | 2       | 0       | 0                | 0            | 0        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 0                  | 0           | 0                 | 1                  | 0              | 0     | 2       | 0     | 1    | 1      | 0     | 0     | 0     | 0        | 1     | 8             | 142          | 14             | 12                 | 159                     | 341                                    | 1.76                                 |
| Piedmont                   | 4                 | 0       | 1       | 0                | 0            | 0        | 0         | 0       | 1      | 0     | 0     | 0     | 0     | 0       | 3                  | 0           | 0                 | 1                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 6     | 99            | 9            | 7              | 90                 | 358                     | 1.68                                   |                                      |
| Southern                   | 12                | 2       | 4       | 0                | 1            | 1        | 0         | 0       | 0      | 1     | 1     | 0     | 0     | 0       | 1                  | 1           | 1                 | 0                  | 0              | 0     | 0       | 0     | 0    | 1      | 0     | 0     | 0     | 1        | 0     | 15            | 100          | 7              | 2                  | 103                     | 298                                    | 4.70                                 |
| Texas Int'l                | 9                 | 0       | 1       | 0                | 1            | 1        | 0         | 4       | 0      | 1     | 0     | 0     | 0     | 2       | 0                  | 0           | 0                 | 0                  | 0              | 0     | 1       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 11    | 188           | 19           | 12             | 136                | 273                     | 4.03                                   |                                      |
| Aloha                      | 2                 | 0       | 0       | 0                | 0            | 0        | 0         | 1       | 1      | 0     | 0     | 0     | 0     | 0       | 0                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 2     | 33            | 1            | 1              | 49                 | 199                     | 1.05                                   |                                      |
| Hawaiian                   | 2                 | 0       | 0       | 0                | 0            | 0        | 0         | 1       | 1      | 0     | 0     | 0     | 0     | 0       | 0                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 2     | 59            | 2            | 1              | 33                 | 251                     | 0.80                                   |                                      |
| Air New England            | 2                 | 1       | 1       | 0                | 0            | 0        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 1       | 0                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 3     | 69            | 4            | 6              | 89                 |                         |                                        |                                      |
| 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     | 2             | 0            | 0              | 1                  |                         |                                        |                                      |
| Alaska                     | 2                 | 0       | 0       | 0                | 0            | 1        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 2                  | 0           | 0                 | 1                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 0        | 1     | 5             | 35           | 1              | 5                  | 47                      |                                        |                                      |
| Wien Air Alaska            | 4                 | 1       | 0       | 0                | 0            | 1        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 0                  | 0           | 0                 | 0                  | 0              | 1     | 0       | 0     | 1    | 0      | 0     | 1     | 0     | 0        | 5     | 25            | 3            | 7              | 39                 |                         |                                        |                                      |
| Airlift                    | 2                 | 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     | 0     | 0        | 2     | 9             | 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             | 0            | 1              | 9                  |                         |                                        |                                      |
| 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     | 1             | 1            | 0              | 2                  |                         |                                        |                                      |
| Foreign                    | 123               | 1       | 27      | 4                | 11           | 18       | 4         | 17      | 2      | 7     | 4     | 3     | 11    | 21      | 17                 | 10          | 4                 | 0                  | 0              | 1     | 4       | 0     | 2    | 0      | 0     | 1     | 2     | 7        | 10    | 188           | 1951         | 232            | 144                | 1829                    |                                        |                                      |
| Cap Int'l Air Ways, Inc    | 29                | 0       | 14      | 5                | 0            | 1        | 0         | 0       | 1      | 0     | 0     | 0     | 0     | 0       | 1                  | 1           | 0                 | 0                  | 0              | 0     | 1       | 0     | 0    | 0      | 0     | 0     | 0     | 14       | 8     | 46            | 259          | 66             | 15                 | 113                     |                                        |                                      |
| Evergreen Int'l Airlines   | 6                 | 0       | 2       | 2                | 0            | 0        | 0         | 0       | 0      | 0     | 0     | 0     | 0     | 0       | 3                  | 0           | 0                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 1        | 2     | 10            | 33           | 4              | 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            | 3              | 5                  |                         |                                        |                                      |
| 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              | 1                  |                         |                                        |                                      |
| Overseas Nat'l Airways     | 20                | 0       | 11      | 2                | 2            | 0        | 1         | 1       | 2      | 1     | 0     | 0     | 0     | 0       | 1                  | 5           | 3                 | 0                  | 0              | 0     | 2       | 0     | 0    | 0      | 0     | 0     | 0     | 6        | 6     | 43            | 203          | 36             | 22                 | 234                     |                                        |                                      |
| Trans Int'l Airlines, Inc. | 7                 | 1       | 2       | 0                | 0            | 0        | 0         | 0       | 1      | 0     | 0     | 0     | 0     | 0       | 0                  | 0           | 2                 | 0                  | 0              | 0     | 0       | 0     | 0    | 0      | 0     | 0     | 0     | 4        | 2     | 12            | 252          | 30             | 1                  |                         |                                        |                                      |