

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 August 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 1,178 letters received. One hundred forty-two letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 154,877 during the month of August.

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:

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

ON OR AFTER
Friday
November 18, 1977
CAB 77-204

AIRLINE CONSUMER COMPLAINTS INCREASE IN OCTOBER

WASHINGTON, D.C. (November 18)--Airline consumer complaints increase in October compared with those of the previous month, the Civil Aeronautics Board's Office of the Consumer Advocate reported today.

The office reported 1,771 complaints for the month of October and 1,696 in September. The increase marks a 4.4 percent rise in one month, and is 54 percent more than the 1,148 complaints reported in October, 1976. The 14,845 complaints reported for 1977 to date are 7.8 percent more than the 13,775 recorded for the same 1976 period.

There were 43 smoking complaints for the month of October compared with 61 in September.

Increases were shown in all of the major categories of consumer complaints: flights (cancellations, delays, or other problems), 248 to 279; reservations (oversales, ticketing, or other problems), 208 to 224; baggage loss or damage, 115 to 211; and cargo, 51 to 56.

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.

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	CO2	Loss	Damage	Delay	Other	Rates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. thru Same Mo.		
American	77	0	5	1	13	11	2	12	5	2	0	0	6	5	8	1	6	0	0	2	4	0	0	1	0	1	0	1	10	96	1009	101	66	990	2476	3.80
Braniff	26	1	3	2	2	3	1	1	0	5	0	1	1	2	1	1	1	0	0	1	0	0	0	0	0	2	2	31	433	41	19	393	878	3.53		
Continental	17	3	1	2	1	4	0	1	1	0	1	0	3	1	1	0	1	0	0	0	2	0	0	0	0	0	2	24	239	34	20	266	845	2.84		
Delta	34	1	5	1	4	3	0	1	2	3	0	0	5	3	4	0	4	1	0	0	1	0	0	0	0	0	1	3	42	421	41	30	413	2791	1.51	
Eastern	66	5	6	1	3	15	1	5	3	2	0	1	7	3	6	2	4	2	0	1	0	0	2	1	1	1	0	0	8	80	1152	98	83	1134	2758	2.72
National	17	0	4	0	0	0	1	2	1	1	0	0	5	1	0	0	0	0	0	0	1	0	0	1	0	0	0	3	20	251	28	5	163	561	3.39	
Northwest	24	2	5	1	0	2	0	0	0	1	0	1	6	2	2	1	0	1	0	0	1	0	1	0	0	0	0	5	31	410	38	49	677	1010	2.97	
Trans World	96	1	13	4	7	8	2	15	4	7	0	0	8	4	9	6	5	1	0	0	4	1	0	1	3	0	0	7	19	129	928	120	96	939	1886	6.58
United	56	3	5	1	7	5	1	5	2	4	0	1	3	5	8	2	0	0	1	0	7	0	0	1	0	0	1	1	5	68	743	56	42	796	3607	1.83
Western	20	1	3	3	2	5	0	0	0	0	0	0	4	2	2	2	1	0	0	0	0	0	0	0	1	0	0	2	28	235	20	15	265	971	2.78	
Pan American	70	0	20	2	7	9	3	9	4	2	0	2	7	2	14	4	2	0	0	1	1	0	1	0	5	2	0	2	6	105	541	64	34	472	893	10.86
Airwest	8	0	0	0	1	2	0	2	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	9	145	13	10	142	499	1.60	
Allegheny e/	35	7	4	2	2	7	0	0	2	4	0	0	4	5	4	1	1	0	0	0	1	0	1	0	0	0	1	0	5	51	416	32	39	387	1245	3.94
Frontier	8	1	1	1	1	1	0	1	1	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	11	89	8	14	139	445	2.47	
North Central	7	0	0	0	1	1	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	2	8	121	17	9	124	539	1.30	
Ozark	11	0	1	0	0	1	0	0	0	0	0	0	0	1	2	2	1	1	0	0	1	0	0	0	0	0	0	4	14	134	21	8	147	366	3.83	
Piedmont	8	1	1	0	2	0	0	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	9	93	9	5	83	398	2.01	
Southern	5	1	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	7	85	6	3	101	326	2.15	
Texas Int'l	14	3	2	1	1	6	0	0	0	1	0	0	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	1	19	177	13	6	124	318	5.66	
Aloha	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	31	2	3	48	269	0.37		
Hawaiian	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	57	6	4	32	332	0.60	
Air New England	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	66	7	11	83			
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	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	30	6	6	42			
Wien Air Alaska	3	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	20	2	1	32				
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	7	1	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	0	8			
Seaboard	1	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	1	1	0	0	2			
Foreign	145	4	34	12	20	26	2	23	2	6	3	2	12	21	21	13	3	0	0	0	6	0	2	2	0	0	1	2	15	232	1763	239	165	1685		
Cap Int'l Air Ways, Inc	35	1	26	4	0	0	0	1	0	0	1	0	0	0	2	1	4	0	0	0	2	0	0	0	0	0	0	16	8	66	213	35	13	98		
Evergreen Int'l Airlines	2	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	4	23	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	1			
Overseas Nat'l Airways	22	0	8	3	2	0	0	4	0	0	0	0	0	0	3	0	4	0	0	0	0	0	0	0	0	0	0	6	6	36	160	20	17	212		
Trans Int'l Airlines, Inc.	15	3	7	0	0	0	0	2	2	2	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	5	4	30	240	19	7	98		
World Airways Inc.	12	0	8	3	0	0	0	2	0	0	0	0	1	0	2	0	2	0	0	0	0	0	0	0	0	0	0	5	1	24						