

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 July, 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 1,131 letters received. One hundred twelve letters had complaints against more than one carrier.
- e/ Includes Allegheny commuter boardings of 141,501 during the month of July.

CIVIL AERONAUTICS BOARD
WASHINGTON 20428

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, \$300

POSTAGE AND FEES PAID
CIVIL AERONAUTICS BOARD



CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

ON OR AFTER
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CAB 77-189

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AIRLINE CONSUMER COMPLAINTS DECREASE IN SEPTEMBER

WASHINGTON, D.C. (November 4)--Airline consumer complaints decreased in September compared with those of the previous month, the Civil Aeronautics Board's Office of the Consumer Advocate reported today.

There were 1,696 complaints recorded for the month of September and 1,844 in August. The decrease marks an eight percent drop in one month, and is 27 percent more than the 1,339 complaints reported in September, 1976. The 13,074 complaints reported for 1977 to date are 3.5 percent more than the 12,627 recorded for the same 1976 period.

There were 61 smoking complaints for the month of September compared with 40 in August.

Decreases were shown in the number of flight complaints (cancellations, delays, or other problems), 322 to 248; reservations complaints (oversales, ticketing, or other problems), 233 to 208; cargo-related complaints, 55 to 51; and complaints resulting from baggage loss or damage, 148 to 115.

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.

ATTACHMENTS

CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	DISCRIMINATION			Smoking	CARGO						Charters	Other	TOTAL					Monthly Enplane-ments b/ (000 Omitted)	Reports per 100,000 Enplane-ments c/
		Canceled	Delayed	Irregularities	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.	COO		Loss	Damage	Delay	Other	Rates	Current Month			Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. thru Same Mo.			
American	79	4	3	5	8	7	3	5	6	3	0	0	10	4	18	3	4	1	0	1	3	0	1	0	0	1	0	0	11	101	913	116	80	924	2399	4.13	
Braniff	31	1	4	0	3	6	3	3	0	1	0	0	3	2	3	2	0	1	0	0	5	0	0	0	0	0	0	4	0	41	402	48	28	374	883	4.64	
Continental	23	2	3	0	5	2	0	1	1	1	1	0	3	0	3	2	2	0	0	0	4	0	0	0	1	1	0	0	2	34	215	36	24	246	823	3.89	
Delta	37	2	7	0	2	2	1	2	1	1	1	0	7	1	1	1	1	0	0	0	4	0	0	2	0	0	0	0	5	41	379	48	22	383	2728	1.43	
Eastern	61	7	10	2	2	20	1	4	1	6	0	0	15	1	7	4	5	0	0	0	4	0	0	0	1	0	0	1	7	98	1072	114	71	1051	2783	3.49	
National	22	2	3	0	0	0	0	1	0	1	0	0	1	1	3	2	2	1	0	0	1	1	0	0	0	0	0	0	9	28	231	33	12	158	566	4.77	
Northwest	31	3	7	0	1	2	1	1	3	2	0	2	3	0	1	3	1	1	0	0	2	0	0	0	1	0	0	0	4	38	379	52	37	628	933	3.97	
Trans World	88	1	8	5	1	7	7	8	6	6	0	1	13	7	12	6	4	0	0	0	9	1	1	1	0	0	0	3	13	120	799	116	92	843	1833	6.39	
United	43	3	5	0	5	0	1	2	0	6	0	0	3	6	4	3	1	0	0	0	2	0	0	0	0	0	0	1	14	56	675	78	91	754	3432	1.63	
Western	15	1	0	0	1	4	1	0	0	2	2	0	2	0	2	2	0	0	0	0	1	1	0	0	0	0	1	0	0	20	207	32	31	250	898	2.01	
Pan American	48	0	9	5	2	8	0	5	0	1	1	1	1	4	7	2	1	0	0	0	3	0	2	2	0	1	0	2	7	64	436	66	50	438	860	6.86	
Airwest	11	0	2	0	2	2	0	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	13	136	15	2	132	459	2.83	
Allegheny e/	23	5	4	4	1	3	0	3	0	2	0	0	3	0	5	0	0	0	0	0	0	0	0	1	0	0	0	0	1	32	365	52	36	348	1175	2.64	
Frontier	6	1	3	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	8	78	21	13	125	433	1.85	
North Central	14	0	2	1	1	2	0	1	3	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	2	17	113	16	9	115	506	3.16	
Ozark	14	3	3	0	4	0	0	0	1	1	1	0	0	0	6	1	0	0	0	0	1	0	0	0	0	0	0	0	0	21	120	15	22	139	364	5.77	
Piedmont	6	0	1	1	1	0	0	0	0	0	0	0	1	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	1	9	84	15	16	78	401	2.24	
Southern	6	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	6	78	7	8	98	322	1.55	
Texas Int'l	8	0	1	1	0	1	0	0	1	1	0	0	0	1	1	0	0	0	0	0	2	0	0	0	0	1	0	0	3	13	158	15	10	118	313	3.83	
Aloha	1	0	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	0	2	30	1	2	45	232	.86		
Hawaiian	5	0	1	0	1	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	55	4	3	28	293	2.05		
Air New England	6	0	2	0	1	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	62	4	13	72				
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	1	0	1				
Alaska	4	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6	29	9	2	36			
Wien Air Alaska	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	17	4	4	31				
Airlift	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	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	1	8				
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	2				
Foreign	147	9	25	5	21	26	3	19	7	6	1	4	16	17	38	0	6	0	0	0	7	0	0	1	2	1	1	1	23	239	1531	213	223	1520			
Cap Int'l Air Ways, Inc	20	0	11	0	0	0	0	1	1	0	0	0	0	0	3	2	2	0	0	0	0	0	0	0	0	0	0	6	9	35	147	23	21	85			
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	19	1	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	1	1				
Overseas Nat'l Airways	15	0	6	0	1	0	1	2	1	1	0	0	1	0	2	1	0	0	0	0	2	0	0	0	0	0	0	2	0	20	124	27	24	195			
Trans Int'l Airlines, Inc.	12	0	5	0	0	0	0	2	2	1	0	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3	2	19	210	40	8	91			