

CIVIL AERONAUTICS BOARD

WASHINGTON DC. 20428

FOR RELEASE:

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ON OR AFTER
Thursday
October 9, 1980
CAB 80-181

DROP IN CONSUMER COMPLAINTS ACCELERATES

WASHINGTON, D.C. (October 9)-- Competition in the airline marketplace is continuing to develop and is reflected in the decrease in consumer complaints reported to the Civil Aeronautics Board, according to the Board's Bureau of Consumer Protection.

The latest monthly report issued by the Bureau shows that there were only slightly more than half as many complaints in August 1980 as there were in August 1979. The year-to-date totals declined around 30 percent, falling from 23,576 complaints through August 1979 to 16,318 for the first eight months of this year. The most dramatic decrease was a 55 percent drop in complaints filed against tour operators, with only 575 reports as compared to 1,285 a year ago. Complaints against U.S. airlines declined just over 32 percent.

Baggage problems topped the list of consumer problems in August with 396 reports (19.2 percent of all passenger complaints). Flight irregularities and customer service problems ranked second and third, accounting for 16.1 and 14.0 percent of the total, respectively. For the eight-month period, flight problems were the most frequent causes of consumer dissatisfaction (19.7 percent). However, even they had declined 39 percent from the January to August 1979 total.

MORE

Among the major U.S. airlines receiving five or more complaints in August, Delta and PSA had the lowest rates of complaints per 100,000 passengers flown. For the eight-month period, Hawaiian edged out Delta for the lowest ratio with 1.05 reports per 100,000 passengers compared to 1.45 for Delta. (Hawaiian received less than five complaints in August.)

Attachments

CIVIL AERONAUTICS BOARD CONSUMER COMPLAINT REPORT
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U.S. AIRLINES.....	RESERVATIONS				CUSTOMER				ADVER-				TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	SPECIAL PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER
AIR CALIFORNIA	4	1	0	2	1	0	0	0	0	0	0	0	8
AIR FLORIDA	1	0	1	1	1	4	2	0	1	3	1	0	17
AIR ILLINOIS	2	2	0	1	0	1	0	0	0	0	0	0	6
AIR NEW ENGLAND	1	4	0	0	1	2	0	0	0	0	0	0	8
ALTAIR	7	0	1	0	0	0	0	0	0	0	0	0	9
AMERICAN	11	14	10	16	19	29	19	3	6	1	5	0	141
ASPEN	5	2	0	0	0	4	1	0	0	0	0	0	12
BAR HARBOR AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
BRANTIE INT'L	17	11	3	4	12	25	18	0	5	1	2	0	106
BUSINESS AIRCRAFT	6	0	0	0	0	1	2	0	0	0	0	0	9
CAPITOL INT'L	10	4	3	0	4	2	10	0	0	0	0	0	33
CAPITOL AIR SERVICE	4	0	0	0	0	0	0	0	0	0	0	0	5
CONTINENTAL	6	6	6	6	1	2	3	0	1	0	0	0	32
DELTA	6	1	3	8	1	9	7	1	0	2	0	0	41
EASTERN	30	7	12	12	7	21	23	1	3	2	1	0	134
EVERGREEN INT'L	2	0	0	1	0	0	2	0	0	0	0	1	7
FRONTIER	4	0	1	1	1	3	2	1	2	0	0	0	20
GOLDEN GATE	3	1	1	0	0	1	0	0	1	0	0	0	7
HUGHES AIRWEST	1	2	1	0	2	1	1	0	0	1	1	0	11
MIDWAY	2	5	0	1	0	0	0	0	0	0	0	0	8
NORTHWEST	7	1	1	9	6	13	15	1	2	0	0	0	59
OTZARK	7	3	0	0	1	3	3	2	0	0	0	0	20
PAN AMERICAN/NATIONAL ^c	27	14	7	8	7	52	41	2	13	3	2	0	180
PIEDMONT	6	4	2	1	2	1	3	2	0	0	0	0	23
PSA	7	1	0	0	1	0	1	0	0	0	0	0	11
PRIVAT ^d	0	3	1	0	0	10	0	0	0	0	0	0	15
REPUBLIC	0	1	1	2	5	10	2	2	0	0	1	0	35
SOUTHWEST	4	4	7	1	1	2	8	0	0	0	0	0	29
TEXAS INT'L	3	18	1	2	3	7	11	1	0	0	0	0	49
TRANSAMERICA	0	4	0	0	0	0	1	0	0	0	0	1	6
TWA	47	18	13	22	23	41	36	1	18	6	6	2	245
UNITED	9	6	2	11	12	12	12	3	4	2	2	3	81
USAIR ^e	22	6	3	4	3	10	5	3	1	0	0	0	60
WESTERN	2	5	0	3	4	5	2	1	0	2	1	0	27
WIFN AIR ALASKA	1	1	0	1	0	2	0	0	0	0	0	0	8
WORLD	3	5	2	8	17	12	5	0	0	0	1	0	53
OTHER U.S. AIRLINES	21	13	4	4	13	16	5	2	0	0	0	1	93
AUGUST 1980 COMPLAINTS	300	167	84	129	147	302	242	26	57	23	23	8	1623
** PERCENTAGES **	18.5	10.3	5.2	7.9	9.1	18.6	14.9	1.6	3.5	1.4	1.4	.5	100.0
AUGUST 1979 COMPLAINTS	798	332	317	228	225	522	426	8	131	16	11	46	3265
** PERCENTAGES **	26.1	10.2	9.7	7.0	6.9	16.9	13.0	.2	4.0	.5	.3	1.4	100.0

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U.S. AIRLINES.....	AUGUST 19 90			AUGUST 19 79		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA	8	2.34	3.42	15	2.87	5.23
AIR FLORIDA	17	1.69	10.12	33	1.00	33.00
AIR ILLINOIS	6			6		
AIR NEW ENGLAND	8	.45	17.78	50	.63	79.37
ALTAIR	9		8	10	.23	43.48
AMERICAN	141	24.51	5.75	355	27.90	12.72
ASPEN	12	.23	52.17	3	.23	13.04
BAD HARBOR AIRLINES	6					
BRANIFF INT'L	106	10.31	10.28	239	13.98	17.10
BUSINESS AIRCRAFT	9			1		
CAPITOL INT'L	33	.48	68.75	112	.67	167.16
CAPITOL AIR SERVICE	5					
CONTINENTAL	32	7.46	4.20	90	8.00	11.12
DELTA	41	33.76	1.21	103	35.70	2.89
EASTERN	134	34.32	3.90	273	38.48	7.09
EVERGREEN INT'L	7	.22	31.80	18	.32	56.25
FRONTIER	20	5.15	3.88	48	6.03	7.96
GOLDEN GATE	7	.37	18.92	2		
HUGHES AIRWEST	11	4.61	2.39	42	5.31	7.91
MIDWAY	8	.45	17.78			
NORTHWEST	59	10.55	5.59	136	9.83	13.84
NUARK	20	3.20	6.25	29	4.48	6.47
PAN AMERICAN/NATIONAL	189	13.59	13.91	241	13.82	17.44
PIEDMONT	23	5.37	4.28	33	5.19	6.36
PSA	11	6.17	1.78	39	7.00	4.94
PRINAIR	15			13		
REPUBLIC	35	10.91	3.21	81	11.15	7.26
SOUTHWEST	29	6.29	4.61	16	5.18	3.09
TEXAS INT'L	49	3.80	12.89	50	4.07	12.29
TRANSAMERICA	6	.81	7.40	29	.68	42.64
TWA	245	19.21	12.75	297	23.22	12.79
UNITED	91	29.94	2.71	328	34.07	9.63
USAIR	60	15.16	3.95	126	15.06	8.36
WESTERN	27	9.43	3.20	152	10.02	15.17
WIEN AIR ALASKA	8	.83	9.64	9	.72	12.50
WORLD	53	1.60	33.12	92	.61	150.82
OTHER U.S. AIRLINES	23	9.64	10.71	194	8.01	24.22

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FOREIGN AIRLINES.....	RESERVATIONS				CUSTOMER				SPECIAL		ADVER-				TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER		
AER LINGUS	1	1	0	0	2	2	2	0	0	0	0	1	1	10	
AEROCORD AIRLINES	0	0	0	0	6	0	0	0	0	0	0	0	0	6	
AEROLINEAS ARGENTINAS	0	1	0	0	1	4	0	0	0	0	0	0	0	6	
AEROMEXICO	5	4	3	0	2	13	4	0	1	0	0	0	0	32	
AEROPERU	2	0	0	0	0	3	0	0	0	0	0	0	0	5	
AIR FRANCE	0	0	1	0	3	0	2	0	0	0	0	0	1	7	
AIR INDIA	1	3	0	0	0	1	1	0	0	0	0	0	0	6	
AIR JAMAICA	0	1	0	0	2	4	1	0	0	0	0	0	0	8	
AVIANCA	0	1	0	1	2	2	1	0	0	0	0	0	0	7	
BAHAMASAIR	1	1	0	0	0	0	3	0	0	0	0	0	0	5	
BRITISH AIRWAYS	0	1	0	3	2	2	1	0	1	2	0	0	0	12	
BWIA	6	5	0	1	0	6	3	0	0	0	0	0	2	23	
DOMINICANA DE AVIACION	0	1	1	0	2	2	0	0	0	0	0	0	1	7	
FAUCETT, S.A.	0	0	0	0	0	5	0	0	0	0	0	0	0	5	
IBERIA AIRLINES	0	8	0	0	2	5	5	0	1	0	0	0	0	21	
JAKER AIRWAYS	0	0	2	0	2	3	1	0	1	0	0	0	0	9	
LUFTHANSA	0	1	0	0	0	3	1	0	2	0	0	0	0	7	
MEXICANA	2	2	2	0	1	9	3	0	1	0	0	0	1	21	
SINGAPORE AIRLINES	2	1	0	0	3	1	2	0	0	0	0	0	0	9	
TACA INTERNATIONAL	0	0	1	0	0	2	0	0	1	0	0	0	1	5	
TAP	2	1	0	0	1	0	2	0	0	0	0	0	1	7	
VIASA	0	2	0	0	0	0	2	0	0	0	1	0	0	5	
YUGOSLAV AIRLINES	2	4	0	0	0	4	2	0	2	0	0	0	0	14	
OTHER FOREIGN AIRLINES	7	12	3	3	9	16	6	0	1	1	0	3	4	65	
AUGUST 1980 COMPLAINTS	31	50	13	8	40	87	42	0	11	3	1	4	12	302	
** PERCENTAGES **	10.3	16.6	4.3	2.6	13.2	28.8	13.9	.0	3.6	1.0	.3	1.3	4.0	100.0	
AUGUST 1979 COMPLAINTS	79	71	50	13	41	94	50	0	8	0	2	5	19	431	
** PERCENTAGES **	18.1	16.5	11.6	3.0	9.5	21.8	11.6	.0	1.9	.0	.5	1.2	4.4	100.0	

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS										CUSTOMER SPECIAL					ADVER-				TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER							
U.S. AIRLINES.....																				
AUGUST 1980 COMPLAINTS	300	167	84	129	147	302	242	26	57	23	23	8	115	1623						
AUGUST 1979 COMPLAINTS	788	332	317	228	225	522	426	8	131	16	11	46	215	3265						
FOREIGN AIRLINES.....																				
AUGUST 1980 COMPLAINTS	31	50	13	8	40	87	42	0	11	3	1	4	12	302						
AUGUST 1979 COMPLAINTS	78	71	50	13	41	94	50	0	8	0	2	5	10	431						
CARGO/FREIGHT FORWARDERS																				
AUGUST 1980 COMPLAINTS	0	0	0	0	1	1	0	0	0	0	1	0	12	15						
AUGUST 1979 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	21	21						
TRAVEL AGENTS.....																				
AUGUST 1980 COMPLAINTS	1	0	11	3	11	1	4	0	0	0	0	12	1	44						
AUGUST 1979 COMPLAINTS	4	3	17	8	12	1	3	0	0	0	0	15	6	69						
TOUR OPERATORS.....																				
AUGUST 1980 COMPLAINTS	0	2	5	2	1	1	1	0	0	0	0	40	0	52						
AUGUST 1979 COMPLAINTS	12	7	20	14	36	3	8	0	0	9	1	127	6	250						
OTHER CARRIERS.....																				
AUGUST 1980 COMPLAINTS	1	2	0	8	1	4	1	0	6	0	1	0	7	31						
AUGUST 1979 COMPLAINTS	0	0	0	0	0	1	0	0	0	0	0	0	3	4						
TOTAL COMPLAINTS.....																				
AUGUST 1980 COMPLAINTS	333	221	113	150	201	396	290	26	74	26	26	64	147	2067						
** PERCENTAGES **	16.1	10.7	5.5	7.3	9.7	19.2	14.0	1.3	3.6	1.3	1.3	3.1	7.1	100.0						
AUGUST 1979 COMPLAINTS	889	413	404	263	314	621	487	8	139	25	14	193	270	4040 ^h						
** PERCENTAGES **	22.0	10.2	10.0	6.5	7.8	15.4	12.1	.2	3.4	.6	.3	4.8	6.7	100.0						

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U.S. AIRLINES..... ^b	RESERVATIONS					CUSTOMER		SPECIAL PASSENGERS	ADVER-					TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	HAGGAGE	SERVICE		SMOKING	TISING	CREDIT	TOURS	OTHER	
AERO VIRGIN ISLANDS	3	0	0	0	0	22	2	0	0	0	0	0	1	28
AIR CALIFORNIA	31	15	1	7	7	7	16	2	1	2	0	1	9	99
AIR FLORIDA	34	26	7	11	6	35	20	3	1	5	1	0	11	160
AIR ILLINOIS	10	9	1	2	0	1	3	0	0	0	0	0	0	25
AIR NEW ENGLAND	9	10	0	1	3	6	3	0	2	0	0	0	3	37
AIR NEW MEXICO	12	1	0	1	6	5	3	0	0	0	0	0	3	31
AIR NORTH	5	1	0	1	1	4	1	0	0	0	0	0	1	11
AIR WISCONSIN	19	3	1	0	2	5	3	0	0	0	0	0	3	36
ALASKA	7	1	1	3	2	5	8	1	0	1	0	0	6	35
ALASKA AERO INC.	2	0	0	0	2	7	2	0	0	0	0	0	9	22
ALOMA AIRLINES	0	3	0	0	4	5	1	0	0	1	0	0	4	18
ALTAIR	74	4	3	1	6	9	8	0	0	0	0	0	11	116
AMERICAN	139	132	89	93	119	212	136	8	36	6	27	4	65	1066
ASPEX	26	8	1	2	2	8	12	0	1	0	0	0	3	63
BAR HARBOR AIRLINES	9	0	1	1	0	5	4	0	0	0	0	0	2	22
BRANIFF INT'L	156	108	38	29	108	185	140	2	33	3	8	7	44	861
BRITT AIRWAYS	7	5	2	0	0	2	3	0	1	0	0	0	0	20
BUSINESS AIRCRAFT	7	3	1	0	0	2	4	0	0	0	0	0	0	17
CAPITOL INT'L	41	20	8	2	9	16	26	0	2	0	0	5	10	139
CAPITOL AIR SERVICE	8	5	2	1	0	0	1	0	0	0	0	0	4	21
CASCADE	7	2	0	0	0	6	1	0	0	0	0	0	2	18
COCHISE	6	4	2	0	2	2	2	0	0	0	0	0	1	19
COMAIR	5	6	2	0	2	0	0	0	0	0	0	0	0	15
COMMAND AIRWAYS	7	1	0	0	1	1	1	0	0	0	0	0	1	12
COMMUTER	13	5	2	1	0	7	1	0	0	0	0	0	0	29
CONTINENTAL	79	36	31	34	17	45	53	8	10	1	1	0	20	335
DELTA	76	27	40	56	32	46	48	4	17	9	4	0	18	377
EASTERN	330	90	88	84	91	275	218	9	30	11	29	10	79	1344
EMPIRE	9	9	0	2	0	4	1	0	0	0	0	1	1	27
EVERGREEN INT'L	4	0	0	2	1	1	2	0	0	1	0	2	1	14
FRONTIER	37	12	8	10	11	27	19	4	3	0	1	0	23	155
GOLDEN GATE	14	4	1	1	4	9	4	0	1	0	0	0	1	39
GOLDEN WEST AIRLINES	1	2	2	1	0	4	2	2	0	0	0	0	0	14
HAWAIIAN	5	7	0	3	0	6	1	0	0	0	0	0	3	25
HUGHES AIRWEST	42	30	16	23	29	23	31	2	5	1	4	1	13	220
MACKAY INT'L	31	6	2	0	11	6	8	0	0	0	0	0	4	68
METRO AIRLINES	4	1	1	0	1	0	0	0	1	0	0	0	2	10
MIDWAY	8	13	2	3	2	0	1	1	0	1	0	0	0	31
MISSISSIPPI VALLEY	3	2	2	5	0	3	3	1	0	0	0	0	1	18
MOUNTAIN WEST	9	8	4	1	5	11	3	0	0	0	0	0	2	43
NORTHWEST	117	24	20	32	51	62	66	3	13	4	1	0	22	415
NUARK	54	17	7	11	31	12	21	3	2	1	0	1	7	167
PAN AMERICAN/NATIONAL ^c	233	90	48	72	73	313	234	14	92	30	8	7	54	1268
PIEDMONT	34	21	8	7	8	19	14	4	3	0	0	0	12	130
PIONEER	4	0	0	0	4	2	4	0	0	0	0	0	0	14
PRECISION	5	2	1	0	1	7	4	0	0	0	0	0	0	20
PSA	64	15	9	4	4	23	24	0	0	0	1	0	7	151
PRINAIR ^d	7	8	2	1	3	45	9	0	0	0	0	0	2	117
REPUBLIC	149	34	15	24	72	60	52	7	3	1	2	0	24	444
RID AIRWAYS	9	2	2	1	3	9	3	0	0	0	0	0	2	31

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U.S. AIRLINES.....	RESERVATIONS				CUSTOMER				ADVER-				TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	SPECIAL PASSENGERS	SMOKING	TRADING	CREDIT	TOURS	
ROCKY MOUNTAIN	14	3	0	1	4	10	8	0	0	0	0	0	41
ROYAL	0	2	1	0	0	6	1	0	0	0	0	0	10
SOUTHWEST	36	21	15	3	6	11	51	5	0	0	1	0	152
SUN AIR	1	4	1	0	1	2	1	0	0	0	0	0	10
SWIFT-AIR	8	5	0	1	4	7	4	2	1	0	0	0	33
TEXAS INTL	83	42	25	20	24	89	68	4	3	2	1	0	395
TRANSAMERICA	11	6	2	0	0	5	8	0	3	0	0	5	44
TWA	262	129	123	153	147	335	254	15	107	42	32	47	1723
UNITED	181	63	52	71	33	151	108	18	35	15	13	9	880
USAIR ^e	161	46	34	26	41	71	77	12	9	0	3	0	523
WESTAIR COMMUTER	7	6	3	1	0	3	1	1	0	0	0	0	23
WESTERN	76	31	15	32	65	40	51	2	5	8	5	0	363
WILCO ALASKA	7	4	2	6	13	10	3	1	0	1	0	1	57
WORLD	13	15	20	16	41	32	15	1	0	6	2	5	177
OTHER U.S. AIRLINES	86	62	14	11	60	57	31	0	0	0	0	5	371
CURRENT PERIOD TOTALS	2911	1300	784	874	1264	2435	1907	139	420	152	144	111	13199
** PERCENTAGES **	22.1	9.8	6.0	6.6	9.6	18.4	14.4	1.1	3.2	1.2	1.1	.8	100.0
SAME PERIOD PRIOR YEAR	4743	1905	1848	1172	1255	3151	2973	64	613	258	67	220	19426
** PERCENTAGES **	24.6	9.8	9.5	6.0	6.5	16.2	15.3	.3	3.2	1.3	.3	1.1	100.0

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)F	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)F	COMPLAINTS PER 100,000 PASSENGERS
AFRI VIRGIN ISLANDS	28			1		
AIR CALIFORNIA	99	17.21	5.75	115	13.90	8.27
AIR FLORIDA	160	13.32	12.01	221	5.84	37.84
AIR ILLINOIS	25			24		
AIR NEW ENGLAND	37	2.69	14.23	109	3.52	30.97
AIR NEW MEXICO	31			6		
AIR NORTH	11	.12	91.67	1		
AIR WISCONSIN	36	3.99	7.23	23		
ALASKA	35	6.14	5.70	31	6.15	5.04
ALASKA AFRI IND.	22			9		
ALPHA AIRLINES	18	18.25	.99	43	19.16	2.24
ALTAIR	116	1.33	87.22 ⁸	37	.98	37.76
AMERICAN	1066	174.53	6.11	2168	202.54	10.70
ASPEN	63	2.40	26.25	35	2.21	15.84
BAD HARBOR AIRLINES	22			1		
BRANTIE INT'L	861	85.33	10.00	1363	94.90	14.36
BRITT AIRWAYS	20			12		
BUSINESS AIRCRAFT	17			2		
CAPITOL INT'L	139	3.81	36.48	487	5.82	83.67
CAPITOL AIR SERVICE	21			2		
CASCADE	18	.73	25.71	14		
COCHISE	19	.75	25.33	32	.49	65.31
COMAIR	15					
COMMAND AIRWAYS	12			21		
COMMITTEE	29			67		
CONTINENTAL	335	56.75	5.90	570	66.31	8.60
DELTA	377	259.86	1.45	609	268.62	2.27
EASTERN	1344	277.45	4.85	2039	277.48	7.35
EMPIRE	27	.77	34.18	25		
EVERGREEN INT'L	14	1.14	12.28	114	1.23	92.68
FRONTIER	155	39.74	3.90	238	42.27	5.63
GOLDEN GATE	39	.67	58.21	2		
GOLDEN WEST AIRLINES	14	4.38	3.20	20	2.86	6.99
HAWAIIAN	25	23.77	1.05	49	25.39	1.93
HUGHES AIRWEST	229	36.15	6.09	338	42.68	7.92
MACKEY INT'L	68	.61	111.48	53	.99	588.89
METRO AIRLINES	10			14		
MIDWAY	31	1.63	18.45			
MISSISSIPPI VALLEY	18	1.42	12.68	6	.36	16.67
MOUNTAIN WEST	43					
NORTHWEST	415	74.41	5.58	712	74.71	9.53
OZARK	167	25.34	6.58 ¹	297	33.22	8.94
PAN AMERICAN/NATIONAL	1268	104.10	12.18	1746	106.60	16.38
PIEDMONT	130	36.97	3.60	198	34.79	5.69
PIONEER	14			26		
PRECISION	20			12		
PSA	151	57.41	1.00	185	42.89	4.31
RENTAL	117			76		

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
ROCKY MOUNTAIN	41			47		
ROYAL	10			3		
SOUTHWEST	152	41.49	3.66	52	22.68	2.29
SUN AIR	10			4		
SWIFT-AIR	33	1.76	18.75	34	1.16	29.31
TEXAS INT'L	395	29.18	13.54	312	28.56	10.92
TRANSAMERICA	44	5.10	8.62	150	5.73	26.17
TWA	1723	132.76	12.98	1789	146.84	12.18
UNITED	880	234.31	3.75	1946	205.06	9.49
USAIR	523	108.84	4.80	815	106.41	7.66
WESTAIR COMMUTER	23			9		
WESTERN	363	66.56	5.45	765	80.41	9.51
WEN AIR ALASKA	57	4.53	12.59	30	3.66	8.20
WORLD	177	5.52	32.06	239	5.24	45.61
OTHER U.S. AIRLINES	371	5.40	67.59	512	2.42	211.57

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FOREIGN AIRLINES.....	RESERVATIONS				REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVER-				TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER-SALES	AND TICKETING	FARES					ISING	CREDIT					
AFR LINGUS	5	2	1	1	3	3	4	0	0	0	0	1	3	23	
AFROCCINDOR AIRLINES	1	1	0	0	8	5	0	0	0	0	0	0	0	15	
AFROLINEAS ARGENTINAS	3	5	2	1	4	10	2	0	0	0	0	0	1	28	
AFROMEXICO	37	44	6	4	17	46	28	1	2	0	0	1	7	193	
AFROPERU	7	6	0	0	1	6	3	0	0	0	0	0	0	23	
AIR PANAMA INT'L	9	7	1	4	1	14	2	0	0	1	0	0	0	39	
AIR CANADA	4	1	2	1	2	11	7	0	2	0	0	1	2	33	
AIR FRANCE	0	5	5	4	17	9	8	0	2	3	0	0	9	62	
AIR INDIA	12	4	4	2	3	9	5	0	0	1	0	0	2	42	
AIR JAMAICA	6	12	4	2	4	19	7	0	2	0	0	1	2	59	
AIR PACIFIC	7	0	0	0	3	4	2	0	1	0	0	0	2	19	
ALITALIA AIRLINES	6	7	2	1	6	15	8	0	0	0	0	0	3	48	
AVIATECA	0	5	1	0	4	3	0	0	0	0	0	0	1	14	
AIR OVI	4	9	0	2	1	4	2	0	0	0	0	0	0	22	
ALTA-JORDANIAN AIRLINES	2	0	0	0	3	5	1	0	0	0	0	0	0	11	
ALM	1	6	0	0	1	9	3	0	0	0	0	0	0	20	
AVIANCA	11	11	2	1	9	18	6	0	0	0	0	1	4	63	
BAHAMASAIR	15	11	1	0	0	21	12	0	0	0	0	0	1	61	
BELIZE AIRWAYS	3	0	0	0	5	6	0	0	0	0	0	0	1	15	
BRITISH AIRWAYS	11	13	7	11	13	31	7	0	9	3	2	1	3	111	
BWIA	20	12	1	1	2	16	11	0	0	0	0	0	3	73	
CAYMAN AIRWAYS	0	4	0	0	0	4	4	0	0	0	0	0	0	12	
DOMINICANA DE AVIACION	2	4	1	0	2	15	1	0	0	0	0	0	1	28	
EQUATORIANA	1	4	0	0	1	13	2	0	0	0	0	0	1	22	
FI AL	0	4	3	4	5	3	6	1	2	0	0	0	1	29	
FAUCETT, S.A.	5	2	0	2	0	11	2	0	0	0	0	0	1	23	
IPERIA AIRLINES	1	17	1	2	11	18	10	0	1	0	0	0	2	63	
ICELANDIC AIRLINES	9	2	0	1	1	0	1	0	0	0	0	0	0	14	
KOREAN AIRLINES	6	1	5	3	9	4	11	0	1	1	0	0	2	40	
KLM	2	9	2	3	8	7	5	1	4	0	0	0	1	43	
LAKER AIRWAYS	6	1	4	5	2	4	3	0	1	1	0	1	0	28	
LLOYD AEREO BOLIVIANO	1	2	0	0	1	6	0	0	0	0	0	0	0	10	
LUFTHANSA	1	4	4	3	6	8	5	0	3	0	0	0	2	38	
LACSA	0	3	0	2	3	2	0	0	0	0	0	0	1	11	
LUT-POLISH AIRLINES	0	0	0	0	1	8	0	0	0	0	0	1	0	10	
MEXICANA	19	10	3	2	17	52	12	0	1	0	0	0	3	118	
OLYMPIC AIRWAYS	2	4	0	0	1	5	3	0	1	0	0	1	0	17	
PHILIPPINE AIRLINES	3	5	3	1	7	8	3	0	2	0	0	0	1	33	
QANTAS AIRWAYS	2	1	0	0	1	1	1	0	0	0	0	0	0	14	
ROYAL AIR JAPCO	1	1	0	0	1	13	0	0	0	0	0	0	3	16	
SABENA	0	2	1	2	2	1	2	0	3	1	0	0	4	18	
SINGAPORE AIRLINES	3	3	0	0	4	3	2	0	0	2	0	0	0	16	
SPANTAX	2	3	0	0	0	2	5	0	0	0	0	0	0	12	
SWISSAIR	1	0	0	2	4	3	0	0	1	0	0	0	0	11	
SAHSA	2	3	1	0	0	2	2	0	0	0	0	0	0	10	
SAS	4	0	2	0	1	3	6	0	4	0	0	1	0	21	
TACA INTERNATIONAL	6	1	1	0	0	3	1	0	1	0	0	0	3	10	
TAN AIRLINES	0	0	0	0	1	4	2	0	0	1	0	0	3	11	
TAP	7	3	2	2	4	3	3	0	0	0	0	1	4	29	
VARIG AIRLINES	0	0	1	0	1	6	3	0	0	0	0	0	1	10	

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FOREIGN AIRLINES.....	RESERVATIONS					CUSTOMER		SPECIAL	ADVER-					TOTAL
	FLIGHT	OVER-	AND			SERVICE	PASSENGERS		SMOKING	TISING	CREDIT	TOURS	OTHER	
	PROBLEMS	SALES	TICKETING	FAPES	REFUNDS	BAGGAGE								
VIASA	3	3	7	0	2	8	3	0	0	2	1	0	2	24
YUGOSLAV AIRLINES	2	6	1	0	0	8	2	0	2	0	0	2	0	23
OTHER FOREIGN AIRLINES	21	11	7	7	27	46	7	0	1	2	0	2	20	151
CURRENT PERIOD TOTALS	269	300	84	78	227	523	225	3	46	26	3	15	100	1878
** PERCENTAGES **	14.2	15.9	4.4	4.1	12.0	27.6	11.0	.2	2.4	1.4	.2	.8	5.3	100.0
SAME PERIOD PRIOR YEAR	419	292	177	123	200	532	230	3	35	15	3	36	160	2225
** PERCENTAGES **	18.8	13.1	8.0	5.5	9.0	23.0	10.3	.1	1.6	.7	.1	1.6	7.2	100.0

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS										CUSTOMER SPECIAL				ADVER-		TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER				
=====																	
U.S. AIRLINES.....																	
CURRENT PERIOD TOTALS	2911	1300	786	874	1264	2435	1907	139	420	152	144	111	756	13199			
SAME PERIOD PRIOR YEAR	4743	1905	1848	1172	1255	3151	2973	64	613	258	67	220	1157	19426			
=====																	
FOREIGN AIRLINES.....																	
CURRENT PERIOD TOTALS	269	300	83	79	227	523	225	3	46	26	3	15	100	1898			
SAME PERIOD PRIOR YEAR	419	292	177	123	200	532	230	3	35	15	3	36	160	2225			
=====																	
CARGO/FREIGHT FORWARDERS																	
CURRENT PERIOD TOTALS	0	0	0	0	1	1	0	0	0	3	1	1	139	146			
SAME PERIOD PRIOR YEAR	1	0	0	0	0	0	0	0	1	0	0	1	211	214			
=====																	
TRAVEL AGENTS.....																	
CURRENT PERIOD TOTALS	12	0	65	28	78	1	9	0	0	1	2	68	9	273			
SAME PERIOD PRIOR YEAR	23	14	64	42	61	3	10	0	0	4	1	93	17	332			
=====																	
TOUR OPERATORS.....																	
CURRENT PERIOD TOTALS	15	5	19	16	69	8	12	1	1	11	2	412	3	575			
SAME PERIOD PRIOR YEAR	74	43	51	86	120	10	35	0	2	30	2	795	37	1285			
=====																	
OTHER CARRIERS.....																	
CURRENT PERIOD TOTALS	8	7	9	32	2	17	8	8	66	1	7	1	61	227			
SAME PERIOD PRIOR YEAR	4	0	1	4	6	7	2	0	7	2	2	3	56	94			
=====																	
TOTAL COMPLAINTS.....																	
CURRENT PERIOD TOTALS	3215	1613	962	1029	1641	2995	2161	151	533	194	159	604	1058	16318			
** PERCENTAGES **	10.7	9.9	5.9	6.3	10.1	18.3	13.2	.9	3.3	1.2	1.0	3.7	6.5	100.0			
=====																	
SAME PERIOD PRIOR YEAR	5264	2254	2141	1427	1642	3703	3250	67	658	309	75	1148	1638	23576 ^h			
** PERCENTAGES **	22.7	26.6	9.1	6.1	7.0	15.7	11.8	.3	2.8	1.3	.3	4.9	6.9	100.0			

NOTES TO REPORT

a/ This report is based on informal consumer complaints the Board has received by mail or telephone. We have not determined the validity of each complaint. The types of problems included in each category are:

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with CAB oversale regulations.

Reservations and Ticketing: Airline or agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets.

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets.

Baggage: Lost, damaged or delayed baggage claims, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, and discriminatory treatment.

Special Passengers: Handicapped passengers, passengers on stretchers, children, elderly passengers, passengers requiring oxygen or other medical care.

Smoking: Inadequate segregation of smokers from non-smokers, failure of airline to enforce no-smoking rules, objections to the rules.

Advertising: Advertising that is unfair, misleading, or offensive to consumers.

Credit: Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports.

Tours: Problems with scheduled or charter tour packages.

Other: Cargo problems, security, airport facilities, claims for bodily injury, lack of adequate service, and other problems not classified above.

- b/ Airlines are listed on the August report if the Board received 5 or more complaints against them during the month. On the January through August report, airlines charged with 10 or more complaints during the period are included.
- c/ Pan American and National merged effective January 19, 1980.
- d/ North Central and Southern merged and became Republic Airlines effective July 1, 1979. All complaints against these companies are listed under Republic.
- e/ All complaints about Allegheny Commuters are charged to USAir, and the number of passengers listed for USAir includes commuter boardings. Allegheny commuters are AeroMech, Air North, Britt, Chataqua, Crown, Fischer, Henson, Pennsylvania Commuter, Pocono, Ransome, Southern Jersey, and Suburban.
- f/ The number of passengers flown is based on adjusted enplanement data on CAB Form 41 reports filed by certificated airlines. For the August report, the numbers of passengers flown are from June 1980 and 1979. For the January through August report, the figures are from November 1979 through June 1980 and November 1978 through June 1979.
- g/ Altair was on strike from April 12, 1980, through August 20, 1980.
- h/ Total complaint figures do not include information requests received by the Board. This change from 1979 results in the difference between the year-to-date totals for 1979 on this report and the number of complaints as reported last year.
- i/ Ozark was on strike from May 6, 1980, through June 2, 1980.
- j/ United was on strike from March 31, 1979, through May 27, 1979.