
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF AUGUST 1985
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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U.S. AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVER-SMOKING	TISING	CREDIT	TOURS	OTHER	
AMERICAN AIRLINES	11	4	1	4	5	7	2	2	0	0	0	2	38
ARROW AIR	2	0	0	0	2	2	0	0	0	0	1	0	7
CONTINENTAL AIRLINES	14	4	3	0	12	9	3	2	0	0	0	4	51
DELTA AIR LINES	2	0	1	4	1	2	1	0	0	0	0	0	11
EASTERN AIR LINES	27	2	1	1	6	19	2	1	0	1	0	1	61
HAWAIIAN AIRLINES	2	2	0	0	0	3	0	0	0	0	0	0	7
NEW YORK AIR	1	1	0	0	0	3	0	0	0	1	0	0	6
NORTHEASTERN INT'L. AIRWAYS	0	0	0	0	10	0	0	0	0	0	0	0	10
NORTHWEST AIRLINES	11	0	3	1	3	5	2	2	0	0	0	1	28
PACIFIC SOUTHWEST AIRLINES	2	2	0	1	1	5	0	0	0	0	0	0	11
PAN AMERICAN WORLD AIRWAYS	12	8	1	0	11	20	3	5	5	0	1	3	69
PEOPLE EXPRESS AIRLINES	20	3	7	15	1	7	5	0	13	0	0	0	71
PIEDMONT AVIATION	1	0	0	1	1	2	2	0	0	0	0	0	7
REPUBLIC AIRLINES	9	2	3	1	1	1	0	0	0	0	0	1	18
TRANS AIR	1	1	0	0	1	2	0	0	0	0	0	0	5
TRANS WORLD AIRLINES	7	8	7	5	6	12	6	4	2	0	2	4	63
UNITED AIRLINES	18	2	5	3	11	9	1	2	0	0	0	1	52
USAIR	6	1	3	2	2	8	1	0	0	0	0	0	23
WESTERN AIR LINES	1	1	0	0	4	0	0	0	0	0	0	0	6
WORLD AIRWAYS	4	2	0	0	7	7	0	0	0	0	0	0	20
OTHER U.S. AIRLINES	24	16	6	1	14	26	4	3	3	0	0	7	104
TOTAL COMPLAINTS	175	59	41	39	99	149	32	21	23	2	4	24	668
PERCENT OF TOTAL COMPLAINTS	26.1	8.8	6.1	5.8	14.8	22.3	4.7	3.1	3.4	.2	.5	3.5	100.0

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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U.S. AIRLINES (MAJORS/NATIONALS) A L P H A B E T I C A L	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA	0	4.44	.00
ALASKA AIRLINES	3	3.27	.91
ALOHA AIRLINES	1	2.12	.47
AMERICAN AIRLINES	38	41.58	.91
BRANIFF INC.	3	2.61	1.14
CONTINENTAL AIRLINES	51	15.61	3.26
DELTA AIR LINES	11	36.76	.29
EASTERN AIR LINES	61	37.28	1.63
FRONTIER AIRLINES	4	7.34	.54
HAWAIIAN AIRLINES	7	2.84	2.45
MIDWAY AIRLINES	2	1.45	1.37
NEW YORK AIR	6	3.11	1.92
NORTHWEST AIRLINES	28	15.19	1.84
OZARK AIR LINES	2	5.98	.33
PACIFIC SOUTHWEST AIRLINES	11	8.78	1.25
PAN AMERICAN WORLD AIRWAYS	69	13.02	5.29
PEOPLE EXPRESS AIRLINES	71	13.25	5.35
PIEDMONT AVIATION	7	17.29	.40
REPUBLIC AIRLINES	18	16.92	1.06
SOUTHWEST AIRLINES	4	12.63	.31
TRANS WORLD AIRLINES	63	21.94	2.87
TRANSAMERICA AIRLINES	3	.62	4.83
UNITED AIRLINES	52	11.41	4.55
USAIR	23	18.71	1.22
WESTERN AIR LINES	6	12.49	.48
WORLD AIRWAYS	20	2.12	9.39
TOTAL MAJORS/NATIONALS	564	328.87	1.71
AVERAGES (BASE ON 26 AIRLINES)	21.69	12.65	1.72

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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U.S. AIRLINES (MAJORS/NATIONALS) R A N K I N G	RANK	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
WORLD AIRWAYS	1	20	2.12	9.39
PEOPLE EXPRESS AIRLINES	2	71	13.25	5.35
PAN AMERICAN WORLD AIRWAYS	3	69	13.02	5.29
TRANSAMERICA AIRLINES	4	3	.62	4.83
UNITED AIRLINES	5	52	11.41	4.55
CONTINENTAL AIRLINES	6	51	15.61	3.26
TRANS WORLD AIRLINES	7	63	21.94	2.87
HAWAIIAN AIRLINES	8	7	2.84	2.45
NEW YORK AIR	9	6	3.11	1.92
NORTHWEST AIRLINES	10	28	15.19	1.84
EASTERN AIR LINES	11	61	37.28	1.63
MIDWAY AIRLINES	12	2	1.45	1.37
PACIFIC SOUTHWEST AIRLINES	13	11	8.78	1.25
USAIR	14	23	18.71	1.22
BRANIFF INC.	15	3	2.61	1.14
REPUBLIC AIRLINES	16	18	16.92	1.06
ALASKA AIRLINES	17	3	3.27	.91
AMERICAN AIRLINES	18	38	41.58	.91
FRONTIER AIRLINES	19	4	7.34	.54
WESTERN AIR LINES	20	6	12.49	.48
ALOHA AIRLINES	21	1	2.12	.47
PIEDMONT AVIATION	22	7	17.29	.40
OZARK AIR LINES	23	2	5.98	.33
SOUTHWEST AIRLINES	24	4	12.63	.31
DELTA AIR LINES	25	11	36.76	.29
AIR CALIFORNIA	26	0	4.44	.00

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FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	RESERVATIONS TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
IBERIA AIRLINES	0	0	1	0	0	4	0	1	0	0	0	0	6
MEXICANA	2	0	0	0	0	3	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	8	15	3	0	11	23	0	3	0	0	2	3	68
TOTAL COMPLAINTS	10	15	4	0	11	30	0	4	0	0	2	3	79
PERCENT OF TOTAL COMPLAINTS	12.6	18.9	5.0	.0	13.9	37.9	.0	5.0	.0	.0	2.5	3.7	100.0

 * CHARTER SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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C O M P A N Y	*****RESERVATIONS*****												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	
INTERNATIONAL WEEKENDS	0	0	0	0	0	1	0	0	2	0	6	1	10
OTHER CHARTERS	2	0	0	0	1	4	0	0	0	0	13	5	25
TOTAL COMPLAINTS	2	0	0	0	1	5	0	0	2	0	19	6	35
PERCENT OF TOTAL COMPLAINTS	5.7	.0	.0	.0	2.8	14.2	.0	.0	5.7	.0	54.2	17.1	100.0

 * MISCELLANEOUS SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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*****RESERVATIONS*****												
OTHER COMPANIES	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER TOTAL

C A R G O												
OTHER C A R G O	0	0	0	0	0	1	0	0	0	0	0	1
TOTAL COMPLAINTS	0	0	0	0	0	1	0	0	0	0	0	1
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	100.0	.0	.0	.0	.0	.0	100.0

TRAVEL AGENTS												
OTHER TRAVEL AGENTS	1	0	1	0	1	0	0	0	0	0	3	6
TOTAL COMPLAINTS	1	0	1	0	1	0	0	0	0	0	3	6
PERCENT OF TOTAL COMPLAINTS	16.6	.0	16.6	.0	16.6	.0	.0	.0	.0	.0	50.0	100.0

TOUR OPERATORS												
OTHER TOUR OPERATORS	2	0	3	0	0	2	0	0	0	0	1	8
TOTAL COMPLAINTS	2	0	3	0	0	2	0	0	0	0	1	8
PERCENT OF TOTAL COMPLAINTS	25.0	.0	37.5	.0	.0	25.0	.0	.0	.0	.0	12.5	100.0

MISCELLANEOUS COMPANIES												
GENERAL COMPLAINTS	2	0	0	0	1	3	0	0	0	0	0	8
OTHER MISCELLANEOUS COMPANIES	10	0	3	3	11	12	0	8	0	0	17	79
TOTAL COMPLAINTS	12	0	3	3	12	15	0	8	0	0	17	87
PERCENT OF TOTAL COMPLAINTS	13.7	.0	3.4	3.4	13.7	17.2	.0	9.1	.0	.0	19.5	100.0

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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INDUSTRY GROUPS	C O M P L A I N T S			O P I N I O N S	C O M P L I M E N T S	R E Q U E S T F O R I N F O R M A T I O N		T H R U R E Q U E S T S	T O T A L , C O M P L A I N T S	T O T A L C A S E S
	S C H E D U L E D	C H A R T E R	T O T A L			C O M P L A I N T R E C O R D S	O T H E R			
U.S. AIRLINES	668	3	671	4	2	3	37	717	671	
FOREIGN AIRLINES	79	3	82	2	0	1	8	93	89	
C A R G O	1	0	1	0	0	0	1	2	2	
TRAVEL AGENTS	6	0	6	0	0	0	1	7	7	
TOUR OPERATORS	8	29	37	0	0	7	3	47	44	
MISCELLANEOUS COMPANIES	27	0	27	7	0	3	74	171	169	
INDUSTRY TOTAL	849	35	884	13	2	14	124	1037	982	

* ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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COMPLAINT CATEGORY

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RANKING TOTAL COMPLAINTS

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FLIGHT PROBLEMS...	1	202
BAGGAGE.....	2	202
REFUNDS.....	3	124
OVERSALES.....	4	74
TICKETING/BOARDING	5	52
OTHER.....	6	50
TOURS.....	7	46
FARES.....	8	42
SMOKING.....	9	33
CUSTOMER SERVICE.	10	32
ADVERTISING.....	11	25
CREDIT.....	12	2

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FOOTNOTES TO REPORT

- A. This report is based on informal consumer complaints the Department has received by mail or telephone. Companies are listed if DOT received five or more complaints against them during the month. 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, Ticketing and Boarding: 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. Problems boarding the aircraft.

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.

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, and other problems not classified above.

- B. 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 number of passengers flown are from June 1985.