
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF JULY 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	SMOKING	ADVER-TISING	CREDIT	TOURS	OTHER	
AIR CALIFORNIA	2	0	0	1	0	3	0	0	0	0	0	0	6
AMERICAN AIRLINES	16	4	7	5	2	17	2	1	0	0	1	1	56
ARROW AIR	0	1	0	0	2	3	0	0	0	0	0	0	6
BRANIFF INC.	1	1	0	0	1	3	0	0	0	0	0	1	7
CONTINENTAL AIRLINES	21	8	7	0	5	19	4	2	0	0	0	1	67
DELTA AIR LINES	11	7	2	0	2	1	1	0	0	0	0	0	24
EASTERN AIR LINES	21	6	4	3	8	19	8	1	0	0	0	5	75
FLORIDA EXPRESS	1	2	0	1	0	0	1	1	0	0	0	0	6
FRONTIER AIRLINES	2	0	2	0	0	4	1	1	0	0	0	0	10
NEW YORK AIR	1	0	0	0	0	2	0	1	0	0	0	1	5
NORTHEASTERN INT'L. AIRWAYS	1	0	0	0	12	0	0	0	0	0	0	0	13
NORTHWEST AIRLINES	7	3	2	0	6	3	0	3	0	0	0	0	24
OZARK AIR LINES	2	0	2	1	0	1	0	0	0	0	0	0	6
PACIFIC SOUTHWEST AIRLINES	2	0	0	0	0	3	0	0	1	0	0	0	6
PAN AMERICAN WORLD AIRWAYS	16	9	4	2	12	22	5	5	1	1	0	2	79
PEOPLE EXPRESS AIRLINES	17	7	4	14	4	10	2	0	0	0	0	2	60
PIEDMONT AVIATION	2	1	2	2	1	0	1	0	0	0	0	1	10
REPUBLIC AIRLINES	4	2	4	2	1	6	1	1	0	0	0	1	22
SIMMONS AIRLINES	3	1	0	0	0	3	0	0	0	0	0	0	7
SOUTHERN EXPRESS	0	1	0	0	1	3	0	0	0	0	0	0	5
TRANS AIR	0	0	0	0	3	2	0	0	0	0	0	1	4
TRANS WORLD AIRLINES	12	4	4	3	9	19	3	3	1	0	1	2	61
UNITED AIRLINES	48	7	7	9	11	11	7	5	4	0	0	1	110
USAIR	7	7	3	2	4	9	1	1	0	0	0	0	34
WESTERN AIR LINES	2	3	1	0	1	11	0	2	0	0	0	1	21
WORLD AIRWAYS	1	2	1	0	8	9	2	0	0	0	0	0	23
OTHER U.S. AIRLINES	29	20	5	3	12	36	4	1	0	0	1	8	119
TOTAL COMPLAINTS	229	96	61	48	105	219	43	28	7	1	3	28	868
PERCENT OF TOTAL COMPLAINTS	26.3	11.0	7.0	5.5	12.0	25.2	4.9	3.2	.8	.1	.3	3.2	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	6	4.14	1.44
ALASKA AIRLINES	3	2.80	1.07
ALOHA AIRLINES	1	2.09	.47
AMERICAN AIRLINES	56	38.28	1.46
BRANIFF INC.	7	2.14	3.27
CONTINENTAL AIRLINES	67	13.89	4.82
DELTA AIR LINES	24	36.71	.65
EASTERN AIR LINES	75	38.17	1.96
FRONTIER AIRLINES	10	6.71	1.49
HAWAIIAN AIRLINES	4	2.54	1.57
MIDWAY AIRLINES	4	1.43	2.78
NEW YORK AIR	5	3.05	1.63
NORTHWEST AIRLINES	24	12.61	1.90
OZARK AIR LINES	6	5.45	1.10
PACIFIC SOUTHWEST AIRLINES	6	7.93	.75
PAN AMERICAN WORLD AIRWAYS	79	12.41	6.36
PEOPLE EXPRESS AIRLINES	60	12.72	4.71
PIEDMONT AVIATION	10	16.62	.60
REPUBLIC AIRLINES	22	15.94	1.37
SOUTHWEST AIRLINES	2	12.24	.16
TRANS WORLD AIRLINES	61	19.94	3.05
TRANSAMERICA AIRLINES	3	.41	7.22
UNITED AIRLINES	110	23.56	4.66
USAIR	34	18.21	1.86
WESTERN AIR LINES	21	10.98	1.91
WORLD AIRWAYS	23	1.70	13.45
TOTAL MAJORS/NATIONALS	723	322.78	2.24
AVERAGES (BASE ON 26 AIRLINES)	27.81	12.42	2.24

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

 * PAGE 3 *

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	23	1.70	13.45
TRANSAMERICA AIRLINES	2	3	.41	7.22
PAN AMERICAN WORLD AIRWAYS	3	79	12.41	6.36
CONTINENTAL AIRLINES	4	67	13.89	4.82
PEOPLE EXPRESS AIRLINES	5	60	12.72	4.71
UNITED AIRLINES	6	110	23.56	4.66
BRANIFF INC.	7	7	2.14	3.27
TRANS WORLD AIRLINES	8	61	19.94	3.05
MIDWAY AIRLINES	9	4	1.43	2.78
EASTERN AIR LINES	10	75	38.17	1.96
WESTERN AIR LINES	11	21	10.98	1.91
NORTHWEST AIRLINES	12	24	12.61	1.90
USAIR	13	34	18.21	1.86
NEW YORK AIR	14	5	3.05	1.63
HAWAIIAN AIRLINES	15	4	2.54	1.57
FRONTIER AIRLINES	16	10	6.71	1.49
AMERICAN AIRLINES	17	56	38.28	1.46
AIR CALIFORNIA	18	6	4.14	1.44
REPUBLIC AIRLINES	19	22	15.94	1.37
OSARK AIR LINES	20	6	5.45	1.10
ALASKA AIRLINES	21	3	2.80	1.07
PACIFIC SOUTHWEST AIRLINES	22	6	7.93	.75
DELTA AIR LINES	23	24	36.71	.65
PIEDMONT AVIATION	24	10	16.62	.60
ALOHA AIRLINES	25	1	2.09	.47
SOUTHWEST AIRLINES	26	2	12.24	.16

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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FOREIGN AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
AEROMEXICO	2	0	0	0	0	5	3	0	0	0	0	1	11
AIR JAMAICA	1	2	0	0	0	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	3	2	0	0	0	1	0	0	0	0	0	0	6
DOMINICANA DE AVIACION	2	2	0	0	0	1	0	0	0	0	0	0	5
IBERIA AIRLINES	1	0	0	0	0	3	0	1	0	0	0	0	5
MEXICANA	0	0	0	0	1	8	1	0	0	0	0	0	10
TACA INTERNATIONAL AIRLINES	1	3	1	0	0	3	0	0	0	0	0	0	8
VIRGIN ATLANTIC	0	3	1	0	1	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	5	6	6	4	5	22	3	2	2	0	0	4	59
TOTAL COMPLAINTS	15	18	8	4	7	44	8	3	2	0	0	5	114
PERCENT OF TOTAL COMPLAINTS	13.1	15.7	7.0	3.5	6.1	38.5	7.0	2.6	1.7	.0	.0	4.3	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	0	0	0	0	0	5	2	7
OTHER CHARTERS	1	0	0	1	0	1	2	0	1	0	21	4	31
TOTAL COMPLAINTS	1	0	0	1	0	1	2	0	1	0	26	6	38
PERCENT OF TOTAL COMPLAINTS	2.6	.0	.0	2.6	.0	2.6	5.2	.0	2.6	.0	68.4	15.7	100.0

 * MISCELLANEOUS SERVICE *

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

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*****RESERVATIONS*****												
OTHER COMPANIES	FLIGHT OVER-		TICKETING		CUSTOMER			ADVER-				TOTAL
	PROBLEMS	SALES	BOARDING	FARES	REFUNDS	BAGGAGE	SERVICE	SMOKING	TISING	CREDIT	TOURS	
C A R G O												
OTHER C A R G O	0	0	0	0	0	0	0	0	0	0	5	5
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	5	5
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	100.0	100.0
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	0	0	0	2	1	1	0	0	0	0	6	10
TOTAL COMPLAINTS	0	0	0	2	1	1	0	0	0	0	6	10
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	20.0	10.0	10.0	.0	.0	.0	.0	60.0	100.0
TOUR OPERATORS												
OTHER TOUR OPERATORS	1	2	1	0	4	3	1	0	1	0	0	13
TOTAL COMPLAINTS	1	2	1	0	4	3	1	0	1	0	0	13
PERCENT OF TOTAL COMPLAINTS	7.6	15.3	7.6	.0	30.7	23.0	7.6	.0	7.6	.0	.0	100.0
MISCELLANEOUS COMPANIES												
CAPITOL AIR	0	0	0	0	13	2	0	0	0	0	0	15
GENERAL COMPLAINTS	3	0	0	1	1	7	0	1	0	0	1	15
PRINAIR	0	0	0	0	0	7	0	0	0	0	0	7
OTHER MISCELLANEOUS COMPANIES	14	1	5	0	10	5	1	3	0	0	19	70
TOTAL COMPLAINTS	17	1	5	1	24	21	1	4	0	0	20	107
PERCENT OF TOTAL COMPLAINTS	15.8	.9	4.6	.9	22.4	19.6	.9	3.7	.0	.0	18.6	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					REQUEST FOR INFORMATION		TOTAL, COMPLAINTS	TOTAL
	SCHEDULED	CHARTER	TOTAL	OPINIONS	COMPLIMENTS	COMPLAINT RECORDS	OTHER	THRU REQUESTS	CASES
U.S. AIRLINES	868	10	878	9	1	4	63	955	879
FOREIGN AIRLINES	114	1	115	0	0	3	5	123	110
C A R G O	5	0	5	0	0	0	0	5	5
TRAVEL AGENTS	10	3	13	0	0	1	1	15	15
TOUR OPERATORS	13	24	37	0	0	7	4	48	47
MISCELLANEOUS COMPANIES	107	0	107	7	0	4	106	224	219
INDUSTRY TOTAL	1117	38	1155	16	1	19	179	1370	1275

* ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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COMPLAINT CATEGORY

RANKING TOTAL COMPLAINTS

BAGGAGE.....	1	289
FLIGHT PROBLEMS..	2	263
REFUNDS.....	3	141
OVERSALES.....	4	117
TICKETING/BOARDING	5	75
OTHER.....	6	57
FARES.....	7	56
CUSTOMER SERVICE.	8	55
TOURS.....	9	55
SMOKING.....	10	35
ADVERTISING.....	11	11
CREDIT.....	12	1

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 July report, the number of passengers flown are from May 1985.