
 * SCHEDULED SERVICE *

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

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U.S. AIRLINES	RESERVATIONS											
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER
												TOTAL
AMERICA WEST AIRLINES	1	3	0	0	0	2	0	0	0	0	0	6
AMERICAN AIRLINES	13	3	2	4	5	15	3	2	1	0	0	51
AMERICAN INTERNATIONAL AIRWAYS	0	0	1	0	4	0	0	0	0	0	0	5
ARROW AIR	1	1	0	0	1	4	1	0	0	0	1	11
BRANIFF INC.	1	1	1	0	1	0	1	1	0	0	0	6
CONTINENTAL AIRLINES	17	12	6	1	5	18	5	2	1	0	0	70
DELTA AIR LINES	4	0	3	6	2	4	1	0	0	0	0	20
EASTERN AIR LINES	12	2	5	7	11	22	0	2	1	0	0	63
NORTHEASTERN INT'L. AIRWAYS	0	0	0	0	14	0	0	0	0	0	0	15
NORTHWEST AIRLINES	5	1	0	2	3	2	0	5	0	1	0	20
PACIFIC SOUTHWEST AIRLINES	2	3	0	0	0	0	0	1	0	0	0	7
PAN AMERICAN WORLD AIRWAYS	11	13	5	1	11	17	3	3	0	1	1	68
PEOPLE EXPRESS AIRLINES	12	6	5	14	3	10	0	0	1	0	0	54
PIEDMONT AVIATION	3	0	1	1	0	2	1	0	0	0	0	8
REPUBLIC AIRLINES	3	3	0	3	1	3	0	0	1	0	0	14
SOUTH PACIFIC ISLAND AIRWAYS	14	0	0	0	3	0	0	1	0	0	0	18
SOUTHWEST AIRLINES	4	0	0	0	1	0	1	0	0	0	0	6
TRANS WORLD AIRLINES	17	10	4	5	2	14	5	0	1	0	1	65
UNITED AIRLINES	104	2	4	5	9	13	0	2	1	0	0	142
USAIR	3	4	3	3	2	5	2	2	0	0	0	24
WESTERN AIR LINES	2	3	0	2	1	2	1	1	0	1	0	14
WORLD AIRWAYS	4	1	3	0	15	1	2	1	1	0	0	28
OTHER U.S. AIRLINES	18	14	4	2	11	30	4	0	0	0	1	87
TOTAL COMPLAINTS	251	82	47	56	105	164	30	23	8	3	4	802
PERCENT OF TOTAL COMPLAINTS	31.2	10.2	5.8	6.9	13.0	20.4	3.7	2.8	.9	.3	.4	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	2	3.89	.51
ALASKA AIRLINES	3	1.84	1.62
ALOHA AIRLINES	0	1.93	.00
AMERICAN AIRLINES	51	33.43	1.52
BRANIFF INC.	6	1.75	3.41
CONTINENTAL AIRLINES	70	12.04	5.81
DELTA AIR LINES	20	36.98	.54
EASTERN AIR LINES	63	37.01	1.70
FRONTIER AIRLINES	4	5.75	.69
HAWAIIAN AIRLINES	2	2.74	.72
MIDWAY AIRLINES	2	1.35	1.47
NEW YORK AIR	3	2.98	1.00
NORTHWEST AIRLINES	20	12.21	1.63
OZARK AIR LINES	1	4.96	.20
PACIFIC SOUTHWEST AIRLINES	7	7.14	.98
PAN AMERICAN WORLD AIRWAYS	68	8.11	8.38
PEOPLE EXPRESS AIRLINES	54	13.10	4.12
PIEDMONT AVIATION	8	15.17	.52
REPUBLIC AIRLINES	14	13.73	1.02
SOUTHWEST AIRLINES	6	11.24	.53
TRANS WORLD AIRLINES	65	17.70	3.67
TRANSAMERICA AIRLINES	1	.61	1.62
UNITED AIRLINES	142	39.43	3.60
USAIR	24	17.22	1.39
WESTERN AIR LINES	14	9.36	1.49
WORLD AIRWAYS	28	1.42	19.62
TOTAL MAJORS/NATIONALS	678	313.20	2.16
AVERAGES (BASE ON 26 AIRLINES)	26.08	12.05	2.16

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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	28	1.42	19.62
PAN AMERICAN WORLD AIRWAYS	2	68	8.11	8.38
CONTINENTAL AIRLINES	3	70	12.04	5.81
PEOPLE EXPRESS AIRLINES	4	54	13.10	4.12
TRANS WORLD AIRLINES	5	65	17.70	3.67
UNITED AIRLINES	6	142	39.43	3.60
BRANIFF INC.	7	6	1.75	3.41
EASTERN AIR LINES	8	63	37.01	1.70
NORTHWEST AIRLINES	9	20	12.21	1.63
ALASKA AIRLINES	10	3	1.84	1.62
TRANSAMERICA AIRLINES	11	1	.61	1.62
AMERICAN AIRLINES	12	51	33.43	1.52
WESTERN AIR LINES	13	14	9.36	1.49
MIDWAY AIRLINES	14	2	1.35	1.47
USAIR	15	24	17.22	1.39
REPUBLIC AIRLINES	16	14	13.73	1.02
NEW YORK AIR	17	3	2.98	1.00
PACIFIC SOUTHWEST AIRLINES	18	7	7.14	.98
HAWAIIAN AIRLINES	19	2	2.74	.72
FRONTIER AIRLINES	20	4	5.75	.69
DELTA AIR LINES	21	20	36.98	.54
SOUTHWEST AIRLINES	22	6	11.24	.53
PIEDMONT AVIATION	23	8	15.17	.52
AIR CALIFORNIA	24	2	3.89	.51
DZARK AIR LINES	25	1	4.96	.20
ALOHA AIRLINES	26	0	1.93	.00

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	RESERVATIONS												
FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER-TISING	CREDIT	TOURS	OTHER	TOTAL
AIR JAMAICA	3	0	0	1	2	1	0	0	0	0	0	0	7
ALITALIA AIRLINES	2	2	0	0	1	2	0	0	0	0	0	0	7
MEXICANA	0	0	0	0	1	4	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	6	14	3	2	8	28	2	2	0	0	1	0	66
TOTAL COMPLAINTS	11	16	3	3	12	35	3	2	0	0	1	0	86
PERCENT OF TOTAL COMPLAINTS	12.7	18.6	3.4	3.4	13.9	40.6	3.4	2.3	.0	.0	1.1	.0	100.0

 * CHARTER SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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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	8	1	9
OTHER CHARTERS	2	0	0	0	0	0	0	0	0	0	.24	0	26
TOTAL COMPLAINTS	2	0	0	0	0	0	0	0	0	0	32	1	35
PERCENT OF TOTAL COMPLAINTS	5.7	.0	.0	.0	.0	.0	.0	.0	.0	.0	91.4	2.8	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	4	5
TOTAL COMPLAINTS	0	0	0	0	0	1	0	0	0	0	0	4	5
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	20.0	.0	.0	.0	.0	.0	80.0	100.0
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	0	0	4	0	0	0	0	0	1	1	7
TOTAL COMPLAINTS	1	0	0	0	4	0	0	0	0	0	1	1	7
PERCENT OF TOTAL COMPLAINTS	14.2	.0	.0	.0	57.1	.0	.0	.0	.0	.0	14.2	14.2	100.0
TOUR OPERATORS													
OTHER TOUR OPERATORS	1	2	1	0	6	2	0	0	1	0	6	1	20
TOTAL COMPLAINTS	1	2	1	0	6	2	0	0	1	0	6	1	20
PERCENT OF TOTAL COMPLAINTS	5.0	10.0	5.0	.0	30.0	10.0	.0	.0	5.0	.0	30.0	5.0	100.0
MISCELLANEOUS COMPANIES													
CAPITOL AIR	0	0	0	0	7	1	0	0	0	0	0	0	8
GENERAL COMPLAINTS	1	0	0	1	0	1	0	1	0	0	0	5	9
PRINAIR	2	0	0	0	1	5	1	0	0	0	0	0	9
OTHER MISCELLANEOUS COMPANIES	2	1	3	2	12	13	1	0	1	0	13	12	60
TOTAL COMPLAINTS	5	1	3	3	20	20	2	1	1	0	13	17	86
PERCENT OF TOTAL COMPLAINTS	5.8	1.1	3.4	3.4	23.2	23.2	2.3	1.1	1.1	.0	15.1	19.7	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	802	6	808	7	2	7	98	922	856
FOREIGN AIRLINES	86	1	87	0	0	2	9	98	95
C A R G O	5	0	5	0	0	0	0	5	5
TRAVEL AGENTS	7	3	10	0	0	0	4	14	13
TOUR OPERATORS	20	25	45	0	0	5	18	68	64
MISCELLANEOUS COMPANIES	86	0	86	11	0	5	395	497	493
INDUSTRY TOTAL	1006	35	1041	18	2	19	524	1604	1526

* ALL SERVICES *

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COMPLAINT CATEGORY

RANKING TOTAL COMPLAINTS

FLIGHT PROBLEMS...	1	271
BAGGAGE.....	2	222
REFUNDS.....	3	147
OVERSALES.....	4	101
FARES.....	5	62
TOURS.....	6	57
TICKETING /BOARDING	7	54
OTHER.....	8	53
CUSTOMER SERVICE.	9	35
SMOKING.....	10	26
ADVERTISING.....	11	10
CREDIT.....	12	3

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 June report, the number of passengers flown are from April 1985.