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 \* SCHEDULED SERVICE \*  
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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
 FOR THE MONTH OF NOVEMBER 1985  
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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 \* PAGE 1 \*  
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| U.S. AIRLINES                  | RESERVATIONS=====  |                |                       |       |         |         |                     |                   |        |        |       |       | TOTAL |
|--------------------------------|--------------------|----------------|-----------------------|-------|---------|---------|---------------------|-------------------|--------|--------|-------|-------|-------|
|                                | FLIGHT<br>PROBLEMS | OVER-<br>SALES | TICKETING<br>BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER<br>SERVICE | ADVER-<br>SMOKING | TISING | CREDIT | TOURS | OTHER |       |
| AMERICA WEST AIRLINES          | 2                  | 2              | 0                     | 0     | 2       | 2       | 0                   | 0                 | 0      | 0      | 0     | 1     | 9     |
| AMERICAN AIRLINES              | 9                  | 0              | 5                     | 7     | 7       | 15      | 2                   | 1                 | 3      | 1      | 0     | 4     | 54    |
| CONTINENTAL AIRLINES           | 12                 | 1              | 1                     | 4     | 13      | 16      | 3                   | 1                 | 0      | 0      | 0     | 2     | 53    |
| DELTA AIR LINES                | 6                  | 2              | 2                     | 3     | 2       | 3       | 0                   | 0                 | 1      | 0      | 0     | 1     | 20    |
| EASTERN AIR LINES              | 29                 | 3              | 7                     | 2     | 7       | 19      | 6                   | 1                 | 0      | 1      | 0     | 1     | 76    |
| FRONTIER AIRLINES              | 3                  | 0              | 0                     | 0     | 0       | 3       | 0                   | 0                 | 0      | 0      | 0     | 0     | 6     |
| HAWAIIAN AIRLINES              | 1                  | 0              | 0                     | 0     | 0       | 4       | 1                   | 0                 | 0      | 0      | 0     | 0     | 6     |
| NEW YORK AIR                   | 5                  | 2              | 2                     | 0     | 0       | 4       | 2                   | 1                 | 1      | 0      | 0     | 0     | 17    |
| NORTHEASTERN INT'L. AIRWAYS    | 6                  | 0              | 0                     | 0     | 9       | 0       | 0                   | 0                 | 0      | 0      | 0     | 0     | 15    |
| NORTHWEST AIRLINES             | 2                  | 0              | 0                     | 1     | 3       | 3       | 0                   | 2                 | 0      | 0      | 0     | 2     | 13    |
| OTHER US COMMUTERS & AIR TAXIS | 1                  | 0              | 2                     | 2     | 2       | 0       | 0                   | 0                 | 0      | 0      | 0     | 0     | 7     |
| PACIFIC SOUTHWEST AIRLINES     | 3                  | 0              | 0                     | 1     | 0       | 2       | 0                   | 0                 | 0      | 0      | 0     | 0     | 6     |
| PAN AMERICAN WORLD AIRWAYS     | 9                  | 4              | 5                     | 1     | 7       | 17      | 3                   | 2                 | 0      | 0      | 0     | 3     | 51    |
| PEOPLE EXPRESS AIRLINES        | 16                 | 9              | 4                     | 8     | 3       | 19      | 2                   | 1                 | 2      | 0      | 0     | 1     | 65    |
| PIDMONT AVIATION               | 4                  | 0              | 1                     | 1     | 1       | 1       | 2                   | 0                 | 0      | 0      | 0     | 0     | 10    |
| PRIDE AIR, INC.                | 8                  | 0              | 1                     | 0     | 20      | 0       | 0                   | 0                 | 0      | 0      | 0     | 1     | 30    |
| REPUBLIC AIRLINES              | 8                  | 1              | 0                     | 2     | 1       | 4       | 0                   | 7                 | 0      | 0      | 0     | 1     | 24    |
| SOUTHWEST AIRLINES             | 1                  | 0              | 0                     | 4     | 0       | 1       | 1                   | 0                 | 0      | 0      | 0     | 0     | 7     |
| TRANS AIR                      | 0                  | 0              | 0                     | 0     | 2       | 2       | 0                   | 0                 | 0      | 0      | 0     | 1     | 5     |
| TRANS WORLD AIRLINES           | 18                 | 3              | 6                     | 5     | 5       | 13      | 9                   | 1                 | 2      | 2      | 1     | 3     | 68    |
| UNITED AIRLINES                | 28                 | 4              | 10                    | 7     | 10      | 10      | 2                   | 1                 | 0      | 1      | 1     | 1     | 75    |
| USAIR                          | 8                  | 4              | 4                     | 0     | 8       | 2       | 2                   | 3                 | 0      | 0      | 0     | 0     | 31    |
| WESTERN AIR LINES              | 6                  | 1              | 0                     | 2     | 1       | 8       | 2                   | 1                 | 0      | 0      | 0     | 0     | 21    |
| WORLD AIRWAYS                  | 4                  | 0              | 0                     | 0     | 4       | 2       | 0                   | 0                 | 0      | 0      | 0     | 1     | 11    |
| OTHER U.S. AIRLINES            | 14                 | 15             | 5                     | 3     | 11      | 26      | 2                   | 0                 | 0      | 0      | 1     | 3     | 80    |
| NOVEMBER 1985                  | 203                | 51             | 55                    | 53    | 118     | 176     | 39                  | 22                | 9      | 5      | 3     | 26    | 760   |
| PERCENT OF TOTAL COMPLAINTS    | 26.7               | 6.7            | 7.2                   | 6.9   | 15.5    | 23.1    | 5.1                 | 2.8               | 1.1    | .6     | .3    | 3.4   | 100.0 |

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
 FOR THE MONTH OF NOVEMBER 1985  
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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| U.S. AIRLINES (MAJORS/NATIONALS)<br>A L P H A B E T I C A L | TOTAL<br>COMPLAINTS | PASSENGERS FLOWN<br>(100,000) | COMPLAINTS PER<br>100,000 PASSENGERS |
|-------------------------------------------------------------|---------------------|-------------------------------|--------------------------------------|
| AIR CALIFORNIA                                              | 3                   | 3.41                          | .88                                  |
| ALASKA AIRLINES                                             | 1                   | 3.02                          | .33                                  |
| ALOHA AIRLINES                                              | 0                   | 1.76                          | .00                                  |
| AMERICAN AIRLINES                                           | 54                  | 28.94                         | 1.87                                 |
| BRANIFF INC.                                                | 3                   | 1.88                          | 1.59                                 |
| CONTINENTAL AIRLINES                                        | 53                  | 12.88                         | 4.11                                 |
| DELTA AIR LINES                                             | 20                  | 27.02                         | .74                                  |
| EASTERN AIR LINES                                           | 76                  | 29.60                         | 2.57                                 |
| FRONTIER AIRLINES                                           | 6                   | 4.94                          | 1.21                                 |
| HAWAIIAN AIRLINES                                           | 6                   | 2.72                          | 2.20                                 |
| MIDWAY AIRLINES                                             | 3                   | 1.77                          | 1.69                                 |
| NEW YORK AIR                                                | 17                  | 2.72                          | 6.24                                 |
| NORTHWEST AIRLINES                                          | 13                  | 11.33                         | 1.15                                 |
| OZARK AIR LINES                                             | 4                   | 3.70                          | 1.08                                 |
| PACIFIC SOUTHWEST AIRLINES                                  | 6                   | 7.29                          | .82                                  |
| PAN AMERICAN WORLD AIRWAYS                                  | 51                  | 11.65                         | 4.38                                 |
| PEOPLE EXPRESS AIRLINES                                     | 65                  | 11.26                         | 5.77                                 |
| PIEDMONT AVIATION                                           | 10                  | 13.27                         | .75                                  |
| REPUBLIC AIRLINES                                           | 24                  | 13.92                         | 1.72                                 |
| SOUTHWEST AIRLINES                                          | 7                   | 9.98                          | .70                                  |
| TRANS WORLD AIRLINES                                        | 68                  | 16.67                         | 4.08                                 |
| TRANSAMERICA AIRLINES                                       | 1                   | .48                           | 2.08                                 |
| UNITED AIRLINES                                             | 75                  | 30.63                         | 2.45                                 |
| USAIR                                                       | 31                  | 14.63                         | 2.12                                 |
| WESTERN AIR LINES                                           | 21                  | 9.15                          | 2.29                                 |
| WORLD AIRWAYS                                               | 11                  | .37                           | 29.33                                |
| TOTAL MAJORS/NATIONALS                                      | 629                 | 275.13                        | 2.29                                 |
| AVERAGES (BASED ON 26 AIRLINES)                             | 24.19               | 10.58                         | 2.29                                 |

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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)<br>R A N K I N G | RANK | TOTAL<br>COMPLAINTS | PASSENGERS FLOWN<br>(100,000) | COMPLAINTS PER<br>100,000 PASSENGERS |
|---------------------------------------------------|------|---------------------|-------------------------------|--------------------------------------|
| WORLD AIRWAYS                                     | 1    | 11                  | .37                           | 29.33                                |
| NEW YORK AIR                                      | 2    | 17                  | 2.72                          | 6.24                                 |
| PEOPLE EXPRESS AIRLINES                           | 3    | 65                  | 11.26                         | 5.77                                 |
| PAN AMERICAN WORLD AIRWAYS                        | 4    | 51                  | 11.65                         | 4.38                                 |
| CONTINENTAL AIRLINES                              | 5    | 53                  | 12.88                         | 4.11                                 |
| TRANS WORLD AIRLINES                              | 6    | 68                  | 16.67                         | 4.08                                 |
| EASTERN AIR LINES                                 | 7    | 76                  | 29.60                         | 2.57                                 |
| UNITED AIRLINES                                   | 8    | 75                  | 30.63                         | 2.45                                 |
| WESTERN AIR LINES                                 | 9    | 21                  | 9.15                          | 2.29                                 |
| HAWAIIAN AIRLINES                                 | 10   | 6                   | 2.72                          | 2.20                                 |
| USAIR                                             | 11   | 31                  | 14.63                         | 2.12                                 |
| TRANSAMERICA AIRLINES                             | 12   | 1                   | .48                           | 2.08                                 |
| AMERICAN AIRLINES                                 | 13   | 54                  | 28.94                         | 1.87                                 |
| REPUBLIC AIRLINES                                 | 14   | 24                  | 13.92                         | 1.72                                 |
| MIDWAY AIRLINES                                   | 15   | 3                   | 1.77                          | 1.69                                 |
| BRANIFF INC.                                      | 16   | 3                   | 1.88                          | 1.59                                 |
| FRONTIER AIRLINES                                 | 17   | 6                   | 4.94                          | 1.21                                 |
| NORTHWEST AIRLINES                                | 18   | 13                  | 11.33                         | 1.15                                 |
| OZARK AIR LINES                                   | 19   | 4                   | 3.70                          | 1.08                                 |
| AIR CALIFORNIA                                    | 20   | 3                   | 3.41                          | .88                                  |
| PACIFIC SOUTHWEST AIRLINES                        | 21   | 6                   | 7.29                          | .82                                  |
| PIEDMONT AVIATION                                 | 22   | 10                  | 13.27                         | .75                                  |
| DELTA AIR LINES                                   | 23   | 20                  | 27.02                         | .74                                  |
| SOUTHWEST AIRLINES                                | 24   | 7                   | 9.98                          | .70                                  |
| ALASKA AIRLINES                                   | 25   | 1                   | 3.02                          | .33                                  |
| ALOHA AIRLINES                                    | 26   | 0                   | 1.76                          | .00                                  |

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

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\* PAGE 4 \*  
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|                             | =====RESERVATIONS===== |                |                       |       |         |         |                     |         |                  |        |       |       |       |
|-----------------------------|------------------------|----------------|-----------------------|-------|---------|---------|---------------------|---------|------------------|--------|-------|-------|-------|
| REIGN AIRLINES              | FLIGHT<br>PROBLEMS     | OVER-<br>SALES | TICKETING<br>BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER<br>SERVICE | SMOKING | ADVER-<br>TISING | CREDIT | TOURS | OTHER | TOTAL |
| ALITALIA AIRLINES           | 1                      | 0              | 0                     | 1     | 0       | 3       | 0                   | 0       | 0                | 0      | 0     | 0     | 5     |
| OTHER FOREIGN AIRLINES      | 9                      | 7              | 7                     | 6     | 7       | 19      | 1                   | 0       | 0                | 0      | 0     | 3     | 59    |
| NOVEMBER 1985               | 10                     | 7              | 7                     | 7     | 7       | 22      | 1                   | 0       | 0                | 0      | 0     | 3     | 64    |
| PERCENT OF TOTAL COMPLAINTS | 15.6                   | 10.9           | 10.9                  | 10.9  | 10.9    | 34.3    | 1.5                 | .0      | .0               | .0     | .0    | 4.6   | 100.0 |

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\* CHARTER SERVICE \*  
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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
FOR THE MONTH OF NOVEMBER 1985  
BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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| C O M P A N Y               | RESERVATIONS=====  |                |                       |       |         |         |                     |         |                  |        |       |       |       |
|-----------------------------|--------------------|----------------|-----------------------|-------|---------|---------|---------------------|---------|------------------|--------|-------|-------|-------|
|                             | FLIGHT<br>PROBLEMS | OVER-<br>SALES | TICKETING<br>BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER<br>SERVICE | SMOKING | ADVER-<br>TISING | CREDIT | TOURS | OTHER | TOTAL |
| OTHER CHARTERS              | 7                  | 1              | 2                     | 0     | 3       | 8       | 0                   | 0       | 0                | 0      | 20    | 2     | 43    |
| NOVEMBER 1985               | 7                  | 1              | 2                     | 0     | 3       | 8       | 0                   | 0       | 0                | 0      | 20    | 2     | 43    |
| PERCENT OF TOTAL COMPLAINTS | 16.2               | 2.3            | 4.6                   | .0    | 6.9     | 18.6    | .0                  | .0      | .0               | .0     | 46.5  | 4.6   | 100.0 |

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 \* MISCELLANEOUS SERVICE \*  
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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
 FOR THE MONTH OF NOVEMBER 1985  
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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| =====RESERVATIONS=====          |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
|---------------------------------|--------------------|----------------|-----------------------|-------|---------|---------|---------------------|---------|------------------|--------|-------|-------|-------|
| OTHER COMPANIES                 | FLIGHT<br>PROBLEMS | OVER-<br>SALES | TICKETING<br>BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER<br>SERVICE | SMOKING | ADVER-<br>TISING | CREDIT | TOURS | OTHER | TOTAL |
| =====                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| C A R G O                       |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| OTHER CARGO CARRIERS & FCRWARDE | 0                  | 0              | 0                     | 0     | 0       | 3       | 0                   | 0       | 0                | 0      | 0     | 3     | 6     |
| OTHER C A R G O                 | 0                  | 0              | 0                     | 0     | 0       | 0       | 0                   | 0       | 0                | 0      | 0     | 1     | 1     |
| -----                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| NOVEMBER 1985                   | 0                  | 0              | 0                     | 0     | 0       | 3       | 0                   | 0       | 0                | 0      | 0     | 4     | 7     |
| PERCENT OF TOTAL COMPLAINTS     | .0                 | .0             | .0                    | .0    | .0      | 42.8    | .0                  | .0      | .0               | .0     | .0    | 57.1  | 100.0 |
| =====                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| TRAVEL AGENTS                   |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| OTHER TRAVEL AGENTS             | 1                  | 0              | 1                     | 1     | 4       | 0       | 0                   | 0       | 0                | 0      | 0     | 0     | 7     |
| OTHER TRAVEL AGENTS             | 0                  | 0              | 1                     | 0     | 0       | 0       | 0                   | 0       | 0                | 0      | 0     | 0     | 1     |
| -----                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| NOVEMBER 1985                   | 1                  | 0              | 2                     | 1     | 4       | 0       | 0                   | 0       | 0                | 0      | 0     | 0     | 8     |
| PERCENT OF TOTAL COMPLAINTS     | 12.5               | .0             | 25.0                  | 12.5  | 50.0    | .0      | .0                  | .0      | .0               | .0     | .0    | .0    | 100.0 |
| =====                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| TOUR OPERATORS                  |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| OTHER TOUR OPERATORS            | 0                  | 0              | 1                     | 0     | 1       | 0       | 0                   | 0       | 0                | 0      | 3     | 1     | 6     |
| -----                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| NOVEMBER 1985                   | 0                  | 0              | 1                     | 0     | 1       | 0       | 0                   | 0       | 0                | 0      | 3     | 1     | 6     |
| PERCENT OF TOTAL COMPLAINTS     | .0                 | .0             | 16.6                  | .0    | 16.6    | .0      | .0                  | .0      | .0               | .0     | 50.0  | 16.6  | 100.0 |
| =====                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| MISCELLANEOUS COMPANIES         |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| GENERAL COMPLAINTS              | 0                  | 0              | 0                     | 2     | 0       | 0       | 1                   | 1       | 0                | 0      | 0     | 7     | 11    |
| OTHER MISCELLANEOUS COMPANIES   | 5                  | 1              | 4                     | 5     | 9       | 1       | 1                   | 1       | 1                | 0      | 3     | 20    | 51    |
| -----                           |                    |                |                       |       |         |         |                     |         |                  |        |       |       |       |
| NOVEMBER 1985                   | 5                  | 1              | 4                     | 7     | 9       | 1       | 2                   | 2       | 1                | 0      | 3     | 27    | 62    |
| PERCENT OF TOTAL COMPLAINTS     | 8.0                | 1.6            | 6.4                   | 11.2  | 14.5    | 1.6     | 3.2                 | 3.2     | 1.6              | .0     | 4.8   | 43.5  | 100.0 |

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 \* ALL SERVICES \*  
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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
 FOR THE MONTH OF NOVEMBER 1985

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| INDUSTRY GROUPS         | C C 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           | 760                 | 16      | 776   | 9                       | 2           | 5                 | 149               | 941           | 880   |
| FOREIGN AIRLINES        | 64                  | 4       | 68    | 0                       | 1           | 0                 | 9                 | 78            | 74    |
| C A R G O               | 7                   | 0       | 7     | 0                       | 0           | 0                 | 3                 | 10            | 10    |
| TRAVEL AGENTS           | 8                   | 1       | 9     | 0                       | 0           | 0                 | 1                 | 10            | 9     |
| TOUR OPERATORS          | 6                   | 22      | 28    | 0                       | 1           | 0                 | 3                 | 32            | 29    |
| MISCELLANEOUS COMPANIES | 62                  | 0       | 62    | 15                      | 2           | 3                 | 88                | 170           | 169   |
| INDUSTRY TOTAL          | 907                 | 43      | 950   | 24                      | 6           | 8                 | 253               | 1241          | 1171  |

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\* ALL SERVICES \*  
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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT  
FOR THE MONTH OF NOVEMBER 1985  
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| =====              | =====   | =====            |
|--------------------|---------|------------------|
| COMPLAINT CATEGORY | RANKING | TOTAL COMPLAINTS |
| =====              | =====   | =====            |
| FLIGHT PROBLEMS... | 1       | 226              |
| BAGGAGE.....       | 2       | 210              |
| REFUNDS.....       | 3       | 142              |
| TICKETING/BOARDING | 4       | 71               |
| FARES.....         | 5       | 68               |
| OTHER.....         | 6       | 63               |
| OVERSALES.....     | 7       | 60               |
| CUSTOMER SERVICE.  | 8       | 42               |
| TOURS.....         | 9       | 29               |
| SMOKING.....       | 10      | 24               |
| ADVERTISING.....   | 11      | 10               |
| CREDIT.....        | 12      | 5                |

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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 DOT 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 RSPA Form 41 reports filed by certificated airlines. For the November report, the number of passengers flown are from September 1985.

