
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF OCTOBER 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	ADVERTISING	CREDIT	TOURS	OTHER	
AIR CALIFORNIA	1	0	1	0	0	1	0	0	1	0	0	1	5
AMERICA WEST AIRLINES	2	1	1	0	0	3	0	0	0	0	0	0	7
AMERICAN AIRLINES	12	2	2	3	5	10	1	0	0	0	0	2	37
ARROW AIR	1	1	0	0	1	2	0	0	0	0	0	0	5
BRANIFF INC.	2	1	1	0	0	2	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	11	4	1	0	7	18	3	0	0	0	0	1	45
DELTA AIR LINES	7	1	1	4	1	1	0	0	0	0	0	1	16
EASTERN AIR LINES	16	0	2	6	8	23	1	1	0	0	0	4	61
HAWAIIAN AIRLINES	0	0	0	0	0	5	1	0	0	0	0	1	7
MIDWAY AIRLINES	1	0	2	0	0	1	1	0	1	0	0	0	6
NEW YORK AIR	4	0	1	1	0	2	0	0	1	0	0	2	11
NORTHEASTERN INDEPENDENT AIRWAYS	1	1	1	0	5	4	1	0	0	0	0	0	13
NORTHWEST AIRLINES	1	1	3	1	2	4	1	1	0	0	0	1	15
PAN AMERICAN WORLD AIRWAYS	6	11	3	4	1	16	4	3	0	2	0	2	52
PEOPLE EXPRESS AIRLINES	27	6	7	13	3	12	3	0	1	0	0	2	74
PIEDMONT AVIATION	1	1	0	1	3	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	20	1	1	0	2	4	1	0	0	0	0	1	30
SIMMONS AIRLINES	2	2	0	0	0	0	0	0	0	0	0	1	5
SOUTHWEST AIRLINES	4	3	0	0	0	0	0	0	0	0	0	1	8
TRANS WORLD AIRLINES	24	4	3	2	5	26	3	3	0	1	0	1	72
UNITED AIRLINES	19	1	4	9	24	11	3	2	0	0	0	1	74
USAIR	6	1	2	2	1	6	0	2	0	0	0	1	21
WESTERN AIR LINES	5	0	2	0	0	2	1	0	0	0	0	1	11
WORLD AIRWAYS	6	0	0	0	1	5	0	0	0	0	0	0	12
OTHER U.S. AIRLINES	31	9	4	4	6	25	2	1	1	0	0	4	87
OCTOBER 1985	210	51	42	50	75	183	26	13	5	3	0	28	686
PERCENT OF TOTAL COMPLAINTS	30.6	7.4	6.1	7.2	10.9	26.6	3.7	1.8	.7	.4	.0	4.0	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	5	4.27	1.17
ALASKA AIRLINES	4	3.40	1.18
ALOHA AIRLINES	0	2.42	.00
AMERICAN AIRLINES	37	38.31	.97
BRANTIFF INC.	6	2.59	2.31
CONTINENTAL AIRLINES	45	16.66	2.70
DELTA AIR LINES	16	34.48	.46
EASTERN AIR LINES	61	38.11	1.60
FRONTIER AIRLINES	4	6.70	.60
HAWAIIAN AIRLINES	7	3.98	1.76
MIDWAY AIRLINES	6	1.94	3.09
NEW YORK AIR	11	3.10	3.55
NORTHWEST AIRLINES	15	14.68	1.02
OZARK AIR LINES	3	4.81	.62
PACIFIC SOUTHWEST AIRLINES	4	8.40	.48
PAN AMERICAN WORLD AIRWAYS	52	14.07	3.70
PEOPLE EXPRESS AIRLINES	74	15.93	4.64
PIEDMONT AVIATION	6	16.28	.37
REPUBLIC AIRLINES	30	16.52	1.82
SOUTHWEST AIRLINES	8	12.27	.65
TRANS WORLD AIRLINES	72	21.16	3.40
TRANSAMERICA AIRLINES	1	.80	1.24
UNITED AIRLINES	74	39.31	1.88
USAIR	21	18.06	1.16
WESTERN AIR LINES	11	11.78	.93
WORLD AIRWAYS	12	.40	29.56
TOTAL MAJORS/NATIONALS	585	350.54	1.67
AVERAGES (BASED ON 26 AIRLINES)	22.50	13.48	1.67

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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	12	.40	29.56
PEOPLE EXPRESS AIRLINES	2	74	15.93	4.64
PAN AMERICAN WORLD AIRWAYS	3	52	14.07	3.70
NEW YORK AIR	4	11	3.10	3.55
TRANS WORLD AIRLINES	5	72	21.16	3.40
MIDWAY AIRLINES	6	6	1.94	3.09
CONTINENTAL AIRLINES	7	45	16.66	2.70
BRANIFF INC.	8	6	2.59	2.31
UNITED AIRLINES	9	74	39.31	1.88
REPUBLIC AIRLINES	10	30	16.52	1.82
HAWAIIAN AIRLINES	11	7	3.98	1.76
EASTERN AIR LINES	12	61	38.11	1.60
TRANSAMERICA AIRLINES	13	1	.80	1.24
ALASKA AIRLINES	14	4	3.40	1.18
AIR CALIFORNIA	15	5	4.27	1.17
USAIR	16	21	18.06	1.16
NORTHWEST AIRLINES	17	15	14.68	1.02
AMERICAN AIRLINES	18	37	38.31	.97
WESTERN AIR LINES	19	11	11.78	.93
SOUTHWEST AIRLINES	20	8	12.27	.65
OSARK AIR LINES	21	3	4.81	.62
FRONTIER AIRLINES	22	4	6.70	.60
PACIFIC SOUTHWEST AIRLINES	23	4	8.40	.48
DELTA AIR LINES	24	16	34.48	.46
PIEDMONT AVIATION	25	6	16.28	.37
ALOHA AIRLINES	26	0	2.42	.00

 * SCHEDULED SERVICE *

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FOREIGN AIRLINES	RESERVATIONS=====												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
BAHAMASAIR HOLDINGS	1	0	0	0	0	4	0	0	0	0	0	0	5
BRITISH AIRWAY	1	0	0	0	1	2	3	0	0	0	0	0	7
IBERIA AIRLINE	2	0	0	0	2	1	1	0	0	0	0	0	6
OTHER FOREIGN LINES	9	4	7	2	9	28	2	0	2	0	0	4	67
OCTOBER 1985	13	4	7	2	12	35	6	0	2	0	0	4	85
PERCENT OF TOTAL COMPLAINTS	15.2	4.7	8.2	2.3	14.1	41.1	7.0	.0	2.3	.0	.0	4.7	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	
OTHER CHARTERS	10	7	2	1	7	3	3	2	0	0	14	3	52
OCTOBER 1985	10	7	2	1	7	3	3	2	0	0	14	3	52
PERCENT OF TOT. COMPLAINTS	19.2	13.4	3.8	1.9	13.4	5.7	5.7	3.8	.0	.0	26.9	5.7	100.0

 * MISCELLANEOUS SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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*****RESERVATIONS*****												
OTHER COMPANIES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	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
OCTOBER 1985	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	0	0	2	0	3	0	0	0	0	0	0	5
OCTOBER 1985	0	0	2	0	3	0	0	0	0	0	0	5
PERCENT OF TOTAL COMPLAINTS	.0	.0	40.0	.0	60.0	.0	.0	.0	.0	.0	.0	100.0

TOUR OPERATORS												
OTHER TOUR OPERATORS	0	0	1	0	3	0	0	0	0	0	2	6
OCTOBER 1985	0	0	1	0	3	0	0	0	0	0	2	6
PERCENT OF TOTAL COMPLAINTS	.0	.0	16.6	.0	50.0	.0	.0	.0	.0	.0	33.3	100.0

MISCELLANEOUS COMPANIES												
CAPITOL AIR	0	0	0	0	8	0	0	0	0	0	0	9
GENERAL COMPLAINTS	1	0	0	0	0	2	0	0	0	0	16	19
OTHER MISCELLANEOUS COMPANIES	3	2	6	2	19	5	0	1	1	0	5	65
OCTOBER 1985	4	2	6	2	27	7	0	1	1	0	5	93
PERCENT OF TOTAL COMPLAINTS	4.3	2.1	6.4	2.1	29.0	7.5	.0	1.0	1.0	.0	5.3	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	666	17	703	3	1	4	64	775	727
FOREIGN AIRLINES	85	7	92	1	1	1	8	103	95
C A R G O	1	0	1	0	0	0	0	1	1
TRAVEL AGENTS	5	5	10	0	0	0	2	12	11
TOUR OPERATORS	6	23	29	0	0	2	3	34	32
MISCELLANEOUS COMPANIES	53	0	93	5	1	6	109	214	213
INDUSTRY TOTAL	876	52	928	9	3	13	186	1139	1079

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS
FLIGHT PROBLEMS...	1	237
BAGGAGE.....	2	229
REFUNDS.....	3	127
OTHER.....	4	73
OVER SALES.....	5	64
TICKETING/BOARDING	6	60
FARES.....	7	55
CUSTOMER SERVICE.	8	35
TOURS.....	9	21
SMOKING.....	10	16
ADVERTISING.....	11	8
CREDIT.....	12	3

FOOTNOTES TO REPORT

- A. This report is based on informal consumer complaints that DOT 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 October report, the number of passengers flown are from August 1985.

