
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF AUGUST 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

 * PAGE 1 *

RESERVATIONS=====												
U.S. AIRLINES	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIR CALIFORNIA	1	1	1	0	1	2	1	0	0	0	0	7
AIR NEW ORLEANS	1	0	0	0	3	1	0	0	0	0	0	5
AMERICA WEST AIRLINES	1	0	0	0	2	1	0	1	0	0	0	5
AMERICAN AIRLINES	14	4	2	3	10	10	5	1	0	0	1	50
BRANIFF INC.	1	0	1	0	2	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	16	6	7	1	18	6	7	1	0	1	1	64
DELTA AIR LINES	10	0	3	1	3	3	0	1	0	0	0	21
EASTERN AIR LINES	36	6	9	1	9	14	14	5	0	0	2	96
FRONTIER AIRLINES	10	1	4	0	13	10	1	2	0	0	0	41
HAWAIIAN AIRLINES	4	7	0	0	0	9	2	0	0	0	0	22
NEW YORK AIR	6	4	2	2	1	2	1	0	1	0	0	19
NORTHWEST AIRLINES	15	0	4	0	2	3	1	2	0	0	1	28
OWARK AIR LINES	0	0	0	2	1	0	1	0	0	0	1	5
PACIFIC SOUTHWEST AIRLINES	5	1	2	1	1	1	1	3	1	0	0	16
PAN AMERICAN WORLD AIRWAYS	7	13	5	2	5	6	3	0	0	0	2	43
PEOPLE EXPRESS AIRLINES	44	6	11	9	5	16	4	1	3	0	3	102
PIEDMONT AVIATION	11	2	4	0	2	5	3	1	0	0	1	29
PRESIDENTIAL AIRWAYS	4	0	0	0	0	2	3	0	0	0	0	9
PRO AIR SERVICES	4	0	0	0	3	1	0	0	0	0	0	8
PROVINCETOWN BOSTON AIRLINES	1	0	1	0	1	2	0	0	0	0	0	5
REPUBLIC AIRLINES	20	6	3	0	3	6	6	2	0	0	1	47
SIMMONS AIRLINES	5	0	0	0	0	1	1	0	0	0	0	7
SOUTHWEST AIRLINES	2	0	1	0	0	1	1	0	0	0	0	5
TRANS WORLD AIRLINES	32	6	7	0	8	10	12	3	0	0	6	84
UNITED AIRLINES	55	12	13	4	10	18	21	4	1	0	6	144
USAIR	12	4	5	0	2	3	4	2	0	0	1	33
WESTERN AIR LINES	2	0	1	0	1	2	1	1	0	1	0	9
WORLD AIRWAYS	21	2	4	0	5	10	3	0	0	0	1	46
OTHER U.S. AIRLINES	18	10	4	1	14	13	4	0	0	0	2	66

AUGUST 1986	358	91	94	27	125	159	100	30	6	2	29	1021
PERCENT OF TOTAL COMPLAINTS	35.0	8.9	9.2	2.6	12.2	15.5	9.7	2.9	.5	.1	2.8	100.0

AUGUST 1985	176	59	42	38	95	148	32	21	23	2	23	462
PERCENT OF TOTAL COMPLAINTS	26.5	8.9	6.3	5.7	14.3	22.3	4.8	3.1	3.4	.3	3.4	100.0

	AUGUST 1986			AUGUST 1985		
U.S. AIRLINES (MAJORS/NATIONALS ALPHABETICAL)	TOTAL PASSENGERS FLOWN COMPLAINTS PER COMPLAINTS (100,000) 100,000 PASSENGERS			TOTAL PASSENGERS FLOWN COMPLAINTS PER COMPLAINTS (100,000) 100,000 PASSENGERS		
AIR CALIFORNIA	7	4.57	1.53	0	4.44	.00
ALASKA AIRLINES	4	3.69	1.08	3	3.27	.92
ALPHA AIRLINES	0	2.43	.00	1	2.12	.47
AMERICA WEST AIRLINES	5	5.52	.91	3	4.53	.66
AMERICAN AIRLINES	50	39.32	1.27	38	41.59	.91
BRANIFF INC.	5	2.33	2.15	3	2.61	1.15
CONTINENTAL AIRLINES	64	16.98	3.77	51	15.61	3.27
DELTA AIR LINES	21	34.36	.61	11	36.76	.30
EASTERN AIR LINES	96	35.47	2.71	61	37.28	1.64
FRONTIER AIRLINES	41	6.06	6.77	4	7.34	.55
HAWAIIAN AIRLINES	22	3.48	6.32	7	2.84	2.47
JET AMERICA AIRLINES	3	.91	3.30	0	.79	.00
MIDWAY AIRLINES	4	.00 *	.00	2	1.45	1.38
NEW YORK AIR	19	4.21	4.51	6	3.11	1.93
NORTHWEST AIRLINES	28	14.29	1.96	28	15.19	1.84
OZARK AIR LINES	5	4.80	1.04	2	5.98	.33
PACIFIC SOUTHWEST AIRLINES	16	.00 *	.00	11	8.78	1.25
PAN AMERICAN WORLD AIRWAYS	43	10.17	4.23	70	13.02	5.38
PEOPLE EXPRESS AIRLINES	102	11.33	9.00	71	13.25	5.36
PIEDMONT AVIATION	29	20.17	1.44	7	17.29	.41
REPUBLIC AIRLINES	47	17.41	2.70	18	16.92	1.06
SOUTHWEST AIRLINES	5	11.49	.44	4	12.63	.32
TRANS WORLD AIRLINES	84	18.09	4.64	63	21.94	2.87
TRANSAMERICA AIRLINES	1	.43	2.33	3	.62	4.84
TRANSTAR	0	1.94	.00	2	1.70	1.18
UNITED AIRLINES	144	46.15	3.12	52	11.41	4.56
USAIR	33	19.68	1.68	24	18.71	1.28
WESTERN AIR LINES	9	11.05	.81	6	12.49	.48
WORLD AIRWAYS	46	1.70	27.06	20	2.07	9.66
TOTAL MAJORS/NATIONALS	933	348.13	2.68	571	335.85	1.70
AVERAGE ^S (BASED ON 2 ⁹ AIRLINES)	32.17	12.01	2.68	1 ⁹ .69	11.58	1.70

* PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF AUGUST 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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===== AUGUST 1986 ===== AUGUST 1985 =====
 U.S. AIRLINES (MAJORS/NATIONALS) TOTAL PASSENGERS FLOWN COMPLAINTS PER TOTAL PASSENGERS FLOWN COMPLAINTS PER
 R A N K I N G RANK COMPLAINTS (100,000) 100,000 PASSENGERS RANK COMPLAINTS (100,000) 100,000 PASSENGERS
 =====

MIDWAY AIRLINES	*	4	.00	.00	12	2	1.45	1.38
PACIFIC SOUTHWEST AIRLINES	*	16	.00	.00	14	11	8.78	1.25
WORLD AIRWAYS	1	46	1.70	27.06	1	20	2.07	9.66
PEOPLE EXPRESS AIRLINES	2	102	11.33	9.00	3	71	13.25	5.36
FRONTIER AIRLINES	3	41	6.06	6.77	21	4	7.34	.55
HAWAIIAN AIRLINES	4	22	3.48	6.32	8	7	2.84	2.47
TRANS WORLD AIRLINES	5	84	18.09	4.64	7	63	21.94	2.87
NEW YORK AIR	6	19	4.21	4.51	9	6	3.11	1.93
PAN AMERICAN WORLD AIRWAYS	7	43	10.17	4.23	2	70	13.02	5.38
CONTINENTAL AIRLINES	8	64	16.98	3.77	6	51	15.61	3.27
JET AMERICA AIRLINES	9	3	.91	3.30	29	0	.79	.00
UNITED AIRLINES	10	144	46.15	3.12	5	52	11.41	4.56
EASTERN AIR LINES	11	96	35.47	2.71	11	61	37.28	1.64
REPUBLIC AIRLINES	12	47	17.41	2.70	17	18	16.92	1.06
TRANSAMERICA AIRLINES	13	1	.43	2.33	4	3	.62	4.84
BRANIFF INC.	14	5	2.33	2.15	16	3	2.61	1.15
NORTHWEST AIRLINES	15	28	14.29	1.96	10	28	15.19	1.84
USAIR	16	33	19.68	1.68	13	24	18.71	1.28
AIR CALIFORNIA	17	7	4.57	1.53	28	0	4.44	.00
PIEDMONT AVIATION	18	29	20.17	1.44	24	7	17.29	.41
AMERICAN AIRLINES	19	50	39.32	1.27	19	38	41.59	.91
ALASKA AIRLINES	20	4	3.69	1.08	18	3	3.27	.92
OZARK AIR LINES	21	5	4.80	1.04	25	2	5.98	.33
AMERICA WEST AIRLINES	22	5	5.52	.91	20	3	4.53	.66
WESTERN AIR LINES	23	9	11.05	.81	22	6	12.49	.48
DELTA AIR LINES	24	21	34.36	.61	27	11	36.76	.30
SOUTHWEST AIRLINES	25	5	11.49	.44	26	4	12.63	.32
TRANSTAR	26	0	1.94	.00	15	2	1.70	1.18
ALOHA AIRLINES	27	0	2.43	.00	23	1	2.12	.47

* RANKING NOT APPLICABLE, PASSENGERS FLOWN NOT REPORTED

FOREIGN AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
RWIA	0	1	0	0	1	1	2	1	0	0	0	1	7
DOMINICANA DE AVIACION	3	2	0	0	0	4	0	0	0	0	0	0	9
IBERIA AIRLINES	1	1	0	0	0	4	0	0	0	0	0	0	6
LUFTHANSA	2	1	1	0	0	0	0	1	0	0	0	1	6
MEXICANA	5	2	0	0	1	4	1	1	0	0	0	0	14
OTHER FOREIGN AIRLINES	11	13	8	2	5	12	6	2	1	0	0	3	63
AUGUST 1986	22	20	9	2	7	25	9	5	1	0	0	5	105
PERCENT OF TOTAL COMPLAINTS	20.9	19.0	8.5	1.9	6.6	23.8	8.5	4.7	.9	.0	.0	4.7	100.0
AUGUST 1985	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
 FOR THE MONTH OF AUGUST 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

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RESERVATIONS													
C H A R T E R S	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
OTHER CHARTERS	2	1	0	0	5	2	0	0	0	0	7	0	17
AUGUST 1986	2	1	0	0	5	2	0	0	0	0	7	0	17
PERCENT OF TOTAL COMPLAINTS	11.7	5.8	.0	.0	29.4	11.7	.0	.0	.0	.0	41.1	.0	100.0
AUGUST 1985	2	0	0	0	1	5	0	0	2	0	20	6	36
PERCENT OF TOTAL COMPLAINTS	5.5	.0	.0	.0	2.7	13.8	.0	.0	5.5	.0	55.5	16.6	100.0

OTHER COMPANIES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVERSALES	TICKETING	BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	
C A R G O													
OTHER C A R G O	0	0	0	0	0	0	0	0	0	0	0	2	2
AUGUST 1986	0	0	0	0	0	0	0	0	0	0	0	2	2
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	100.0	100.0
AUGUST 1985	0	0	0	0	0	1	0	0	0	0	0	0	1
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	100.0	.0	.0	.0	.0	.0	.0	100.0
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	5	0	1	0	0	0	0	0	7
WORLD TRAVEL AGENCY	0	0	0	0	4	0	0	0	0	0	2	3	9
OTHER TRAVEL AGENTS	1	0	1	0	2	0	0	0	0	0	0	0	4
AUGUST 1986	1	0	2	0	11	0	1	0	0	0	2	3	20
PERCENT OF TOTAL COMPLAINTS	5.0	.0	10.0	.0	55.0	.0	5.0	.0	.0	.0	10.0	15.0	100.0
AUGUST 1985	1	0	1	0	1	0	0	0	0	0	4	0	7
PERCENT OF TOTAL COMPLAINTS	14.2	.0	14.2	.0	14.2	.0	.0	.0	.0	.0	57.1	.0	100.0
TOUR OPERATORS													
OTHER TOUR OPERATORS	2	0	1	0	5	0	0	0	0	0	0	0	8
AUGUST 1986	2	0	1	0	5	0	0	0	0	0	0	0	8
PERCENT OF TOTAL COMPLAINTS	25.0	.0	12.5	.0	62.5	.0	.0	.0	.0	.0	.0	.0	100.0
AUGUST 1985	2	0	3	0	0	2	0	0	0	0	1	0	8
PERCENT OF TOTAL COMPLAINTS	25.0	.0	37.5	.0	.0	25.0	.0	.0	.0	.0	12.5	.0	100.0
MISCELLANEOUS COMPANIES													
OTHER MISCELLANEOUS COMPANIES	6	4	4	5	6	6	2	4	1	0	8	16	62
AUGUST 1986	6	4	4	5	6	6	2	4	1	0	8	16	62
PERCENT OF TOTAL COMPLAINTS	9.6	6.4	6.4	8.0	9.6	9.6	3.2	6.4	1.6	.0	12.9	25.8	100.0
AUGUST 1985	13	0	3	2	16	17	0	8	0	0	16	17	92
PERCENT OF TOTAL COMPLAINTS	14.1	.0	3.2	2.1	17.3	18.4	.0	8.6	.0	.0	17.3	18.4	100.0

I N D U S T R Y	G R O U P S	-----COMPLAINTS-----				REQUEST FOR INFORMATION		COMPLAINTS PLUS INFO REQUESTS	TOTAL CASES	
		SCHEDULED CHARTER	TOTAL	OPINIONS	CUMPLIMENTS	COMPLAINT-RECORD	OTHER			
=====										
U.S. AIRLINES										

AUGUST 1986		1021	5	1026	12	1	4	52	1095	944
AUGUST 1985		662	3	665	4	2	2	35	708	662
FOR EIGN AIRLINES										

AUGUST 1986		105	2	107	0	0	3	5	115	106
AUGUST 1985		79	3	82	2	0	1	8	93	89
C A R G O										

AUGUST 1986		2	0	2	0	0	0	1	3	3
AUGUST 1985		1	0	1	0	0	0	1	2	2
T R A V E L A G E N T S										

AUGUST 1986		20	2	22	0	0	0	24	46	44
AUGUST 1985		7	1	8	0	0	0	1	9	8
T O U R O P E R A T O R S										

AUGUST 1986		8	8	16	0	0	1	2	19	16
AUGUST 1985		8	29	37	0	0	7	3	47	44
M I S C E L L A N E O U S C O M P A N I E S										

AUGUST 1986		62	0	62	61	0	3	88	214	208
AUGUST 1985		92	0	92	9	0	4	75	180	179
I N D U S T R Y T O T A L										

AUGUST 1986		1218	17	1235	73	1	11	172	1492	1321
AUGUST 1985		849	36	885	15	2	14	123	1039	984

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF AUGUST 1986

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AUGUST 1986=====				AUGUST 1985=====	
COMPLAINT RANKING BY COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS		RANKING	TOTAL COMPLAINTS
FLIGHT PROBLEMS...	1	391		1	204
BAGGAGE.....	2	192		2	203
REFUNDS.....	3	159		3	124
OVERSALES.....	4	116		4	74
CUSTOMER SERVICE..	5	112		10	32
TICKETING/BOARDING	6	110		5	53
OTHER.....	7	55		6	49
SMOKING.....	8	39		9	33
FARES.....	9	34		8	40
TOURS.....	10	17		7	46
ADVERTISING.....	11	8		11	25
CREDIT.....	12	2		12	2

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, would prefer change such as: (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

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 August report, the number of passengers flown is from June 1986.