
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF DECEMBER 1986
 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	0	0	0	0	1	2	0	0	0	0	0	2	5
AMERICA WEST AIRLINES	2	3	2	0	2	1	0	0	0	0	0	0	10
AMERICAN AIRLINES	18	2	8	2	10	7	3	5	0	0	0	5	60
CONTINENTAL AIRLINES	21	6	6	7	15	15	1	3	3	0	0	3	80
DELTA AIR LINES	7	0	1	4	0	4	2	3	0	0	0	0	21
EASTERN AIR LINES	36	4	6	1	7	23	1	2	0	0	0	3	83
FLORIDA EXPRESS	7	0	0	0	1	0	0	0	0	0	0	0	8
HAWAIIAN AIRLINES	1	1	0	0	0	3	0	0	0	0	0	0	5
NEW YORK AIR	6	3	3	1	1	8	1	1	0	0	0	0	24
NORTHWEST AIRLINES	60	5	4	2	8	33	12	6	1	0	0	10	141
OTHER US COMMUTERS & AIR TAXIS	1	2	1	0	1	0	0	0	0	0	0	1	6
PACIFIC SOUTHWEST AIRLINES	3	0	1	0	0	2	1	0	0	0	0	0	7
PAN AMERICAN WORLD AIRWAYS	8	9	10	3	2	19	3	0	0	1	0	2	57
PEOPLE EXPRESS AIRLINES	23	4	9	2	15	11	5	0	2	0	0	1	72
PIEDMONT AIRLINES	8	4	4	0	1	1	5	0	0	1	0	0	24
PRESIDENTIAL AIRWAYS	4	6	0	0	0	3	0	0	0	0	0	0	13
PKN AIR SERVICES	3	0	0	0	0	3	0	0	0	0	0	0	6
REPUBLIC AIRLINES	2	0	0	0	2	1	0	0	0	0	0	0	5
TRANS WORLD AIRLINES	20	6	6	3	14	24	6	4	2	1	0	5	91
TRANSTAR	1	2	0	0	0	2	0	0	0	0	0	0	5
UNITED AIRLINES	41	6	11	3	11	24	5	3	0	1	0	6	111
USAIR	4	7	2	0	5	3	2	3	0	0	0	1	27
WESTERN AIR LINES	3	1	1	0	2	0	0	1	0	0	0	1	9
WORLD AIRWAYS	0	3	2	0	8	3	0	0	0	0	0	0	16
OTHER U.S. AIRLINES	14	5	3	0	7	21	1	1	1	1	0	1	55
DECEMBER 1986	293	79	80	28	113	213	48	32	9	5	0	41	941
PERCENT OF TOTAL COMPLAINTS	31.1	8.3	8.5	2.9	12.0	22.6	5.1	3.4	.9	.5	.0	4.3	100.0
DECEMBER 1985	251	92	44	38	153	204	53	20	15	4	4	30	908
PERCENT OF TOTAL COMPLAINTS	27.6	10.1	4.8	4.1	16.8	22.4	5.8	2.2	1.6	.4	.4	3.3	100.0

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

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=====DECEMBER 1986=====				=====DECEMBER 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	5	4.32	1.16	3	3.82	.79	
ALASKA AIRLINES	1	2.35	.43	0	2.77	.00	
ALOHA AIRLINES	0	2.21	.00	0	1.98	.00	
AMERICA WEST AIRLINES	10	6.54	1.53	4	4.43	.90	
AMERICAN AIRLINES	60	39.45	1.52	44	33.00	1.33	
BRANIFF INC.	4	1.92	2.08	1	1.95	.51	
CONTINENTAL AIRLINES	80	16.31	4.91	64	13.29	4.82	
DELTA AIR LINES	21	33.94	.62	23	30.70	.75	
EASTERN AIR LINES	83	35.86	2.32	87	32.72	2.66	
HAWAIIAN AIRLINES	5	3.59	1.39	6	2.99	2.01	
JET AMERICA AIRLINES	0	.77	.00	1	.67	1.49	
MIDWAY AIRLINES	3	2.54	1.18	11	2.02	5.45	
NEW YORK AIR	24	3.95	6.08	12	3.49	3.44	
NORTHWEST AIRLINES	141	28.81	4.89	22	10.88	2.02	
OZARK AIR LINES ^{1/}	2	.00	.00	4	4.27	.94	
PACIFIC SOUTHWEST AIRLINES	7	8.83	.79	9	8.11	1.11	
PAN AMERICAN WORLD AIRWAYS	57	10.49	5.43	66	10.99	6.01	
PEOPLE EXPRESS AIRLINES	72	8.50	8.47	128	11.88	10.77	
PIEDMONT AIRLINES	24	20.40	1.18	21	15.48	1.36	
REPUBLIC AIRLINES ^{2/}	5	.00	.00	26	15.65	1.66	
SOUTHWEST AIRLINES	2	11.35	.18	4	11.35	.35	
TRANS WORLD AIRLINES	91	19.53	4.66	71	16.61	4.28	
TRANSTAR	5	2.30	2.17	4	1.68	2.38	
UNITED AIRLINES	111	44.43	2.50	76	32.34	2.35	
USAIR	27	20.41	1.32	46	16.67	2.76	
WESTERN AIR LINES	9	9.42	.96	23	8.65	2.66	
WORLD AIRWAYS	16	.25	64.00	18	1.28	14.06	
-----		-----		-----		-----	
TOTAL MAJORS/NATIONALS	865	338.57	2.56	774	299.81	2.58	
AVRAGES (BASED ON 27 AIRLINES)	32.04	12.54	2.56	28.67	11.10	2.58	

^{1/} Ozark complaints received for the time period prior to consolidation of operations with TWA.

^{2/} Republic complaints received for the time period prior to consolidation of operations with Northwest.

 * SCHEDULED SERVICE *

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

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=====DECEMBER 1986=====					=====DECEMBER 1985=====				
U.S. AIRLINES (MAJORS/NATIONALS)					U.S. AIRLINES (MAJORS/NATIONALS)				
R A N K I N G					R A N K I N G				
	RANK	COMPLAINTS	(100,000)	100,000 PASSENGERS		RANK	COMPLAINTS	(100,000)	100,000 PASSENGERS
WORLD AIRWAYS	1	16	.25	64.00	1	18	1.28	14.06	
PEOPLE EXPRESS AIRLINES	2	72	8.50	8.47	2	128	11.88	10.77	
NEW YORK AIR	3	24	3.95	6.08	7	12	3.49	3.44	
PAN AMERICAN WORLD AIRWAYS	4	57	10.49	5.43	3	66	10.99	6.01	
CONTINENTAL AIRLINES	5	80	16.31	4.91	5	64	13.29	4.82	
NORTHWEST AIRLINES	6	141	28.81	4.89	13	22	10.88	2.02	
TRANS WORLD AIRLINES	7	91	19.53	4.66	6	71	16.61	4.28	
UNITED AIRLINES	8	111	44.43	2.50	12	76	32.34	2.35	
EASTERN AIR LINES	9	83	35.86	2.32	9	87	32.72	2.66	
TRANSTAR	10	5	2.30	2.17	11	4	1.68	2.38	
BRANIFF INC.	11	4	1.92	2.08	24	1	1.95	.51	
AMERICA WEST AIRLINES	12	10	6.54	1.53	21	4	4.43	.90	
AMERICAN AIRLINES	13	60	39.45	1.52	18	44	33.00	1.33	
HAWAIIAN AIRLINES	14	5	3.59	1.39	14	6	2.99	2.01	
USAIR	15	27	20.41	1.32	8	46	16.67	2.76	
MIDWAY AIRLINES	16	3	2.54	1.18	4	11	2.02	5.45	
PIEDMONT AIRLINES	17	24	20.40	1.18	17	21	15.48	1.36	
AIR CALIFORNIA	18	5	4.32	1.16	22	3	3.82	.79	
WESTERN AIR LINES	19	9	9.42	.96	10	23	8.65	2.66	
PACIFIC SOUTHWEST AIRLINES	20	7	8.83	.79	19	9	8.11	1.11	
DELTA AIR LINES	21	21	33.94	.62	23	23	30.70	.75	
ALASKA AIRLINES	22	1	2.35	.43	26	0	2.77	.00	
SOUTHWEST AIRLINES	23	2	11.35	.18	25	4	11.35	.35	
REPUBLIC AIRLINES ^{1/}	24	5	.00	.00	15	26	15.65	1.66	
JET AMERICA AIRLINES	25	0	.77	.00	16	1	.67	1.49	
OZARK AIR LINES ^{2/}	26	2	.00	.00	20	4	4.27	.94	
ALOUHA AIRLINES	27	0	2.21	.00	27	0	1.98	.00	

^{1/} Republic complaints received for the time period prior to consolidation of operations with Northwest.

^{2/} Ozark complaints received for the time period prior to consolidation of operations with TWA.

 * SCHEDULED SERVICE *

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

 * PAGE 4 *

	=====RESERVATIONS=====												
FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
MEXICANA	4	3	1	0	0	3	0	0	0	0	0	0	11
OTHER FOREIGN AIRLINES	7	13	10	2	5	21	4	1	0	0	1	1	65
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
DECEMBER 1986	11	16	11	2	5	24	4	1	0	0	1	1	76
PERCENT OF TOTAL COMPLAINTS	14.4	21.0	14.4	2.6	6.5	31.5	5.2	1.3	.0	.0	1.3	1.3	100.0
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
DECEMBER 1985	17	13	4	2	10	31	2	0	0	0	1	2	82
PERCENT OF TOTAL COMPLAINTS	20.7	15.8	4.8	2.4	12.1	37.8	2.4	.0	.0	.0	1.2	2.4	100.0

 * CHARTER SERVICE *

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

 * PAGE 5 *

C H A R T E R S	=====RESERVATIONS=====												
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
OTHER CHARTERS	1	0	0	0	0	1	0	0	0	0	2	1	5
DECEMBER 1986	1	0	0	0	0	1	0	0	0	0	2	1	5
PERCENT OF TOTAL COMPLAINTS	20.0	.0	.0	.0	.0	20.0	.0	.0	.0	.0	40.0	20.0	100.0
DECEMBER 1985	4	3	0	0	3	5	0	0	1	0	11	1	28
PERCENT OF TOTAL COMPLAINTS	14.2	10.7	.0	.0	10.7	17.8	.0	.0	3.5	.0	39.2	3.5	100.0

 * MISCELLANEOUS SERVICE *

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

 * PAGE 6 *

=====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	2 3
DECEMBER 1986	0	0	0	0	0	1	0	0	0	0	0	2 3
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	33.3	.0	.0	.0	.0	.0	66.6 100.0
DECEMBER 1985	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
=====												
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	1	0	10	1	3	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	0	0	1	0	2	0	0	0	0	0	1	4
DECEMBER 1986	1	0	11	1	5	0	0	0	0	0	1	19
PERCENT OF TOTAL COMPLAINTS	5.2	.0	57.8	5.2	26.3	.0	.0	.0	.0	.0	5.2	.0 100.0
DECEMBER 1985	1	0	3	0	2	1	1	0	0	0	2	11
PERCENT OF TOTAL COMPLAINTS	9.0	.0	27.2	.0	18.1	9.0	9.0	.0	.0	.0	18.1	9.0 100.0
=====												
TOUR OPERATORS												
OTHER TOUR OPERATORS	0	0	1	0	2	0	0	0	0	0	2	0 5
DECEMBER 1986	0	0	1	0	2	0	0	0	0	0	2	0 5
PERCENT OF TOTAL COMPLAINTS	.0	.0	20.0	.0	40.0	.0	.0	.0	.0	.0	40.0	.0 100.0
DECEMBER 1985	0	0	0	0	2	0	0	0	0	0	3	0 5
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	40.0	.0	.0	.0	.0	.0	60.0	.0 100.0
=====												
MISCELLANEOUS COMPANIES												
FRONTIER AIRLINES	0	0	0	0	9	0	0	0	0	0	0	9
OTHER DORMANT COMPANY	0	0	0	0	3	2	0	0	0	0	0	5
OTHER MISCELLANEOUS COMPANIES	7	1	4	0	4	4	0	1	0	0	2	9 32
DECEMBER 1986	7	1	4	0	16	6	0	1	0	0	2	9 46
PERCENT OF TOTAL COMPLAINTS	15.2	2.1	8.6	.0	34.7	13.0	.0	2.1	.0	.0	4.3	19.5 100.0
DECEMBER 1985	8	3	2	5	4	8	3	2	2	0	2	29 68
PERCENT OF TOTAL COMPLAINTS	11.7	4.4	2.9	7.3	5.8	11.7	4.4	2.9	2.9	.0	2.9	42.6 100.0

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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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	COMPLIMENTS	COMPLAINT-RECORD OTHER					
=====									
U.S. AIRLINES									
DECEMBER 1986	941	3	944	59	1	9	30	1043	910
DECEMBER 1985	908	10	918	12	1	16	173	1120	1038
FOREIGN AIRLINES									
DECEMBER 1986	76	0	76	0	0	3	2	81	75
DECEMBER 1985	82	0	82	1	0	4	27	114	101
C. A R G O									
DECEMBER 1986	3	0	3	0	0	0	0	3	3
DECEMBER 1985	2	0	2	0	0	0	1	3	3
TRAVEL AGENTS									
DECEMBER 1986	19	0	19	1	0	0	2	22	21
DECEMBER 1985	11	3	14	0	0	0	4	18	16
TOUR OPERATORS									
DECEMBER 1986	5	2	7	1	0	1	0	9	9
DECEMBER 1985	5	15	20	0	0	0	6	26	23
MISCELLANEOUS COMPANIES									
DECEMBER 1986	46	0	46	100	0	1	116	263	259
DECEMBER 1985	68	0	68	15	0	5	127	215	212
INDUSTRY TOTAL									
DECEMBER 1986	1090	5	1095	161	1	14	150	1421	1277
DECEMBER 1985	1076	28	1104	28	1	25	338	1496	1393

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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=====DECEMBER 1986=====			=====DECEMBER 1985=====	
COMPLAINT RANKING BY COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS	RANKING	TOTAL COMPLAINTS
FLIGHT PROBLEMS...	1	313	1	281
BAGGAGE.....	2	245	2	249
REFUNDS.....	3	141	3	174
TICKETING/BOARDING	4	107	7	53
OVERSALES.....	5	96	4	111
OTHER.....	6	54	5	65
CUSTOMER SERVICE..	7	52	6	59
SMOKING.....	8	34	10	22
FAKES.....	9	31	8	45
ADVERTISING.....	10	9	11	18
TOURS.....	11	8	9	23
CREDIT.....	12	5	12	4

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 December report, the number of passengers flown is from October 1986.