
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF FEBRUARY 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	
AERO VIRGIN ISLANDS	3	1	0	0	0	2	1	0	0	0	0	0	7
AIR CALIFORNIA	8	0	1	0	0	2	0	1	0	0	0	1	13
AIR HAWAII	3	2	0	0	0	1	1	1	0	0	0	0	8
AMERICA WEST AIRLINES	1	1	1	0	1	1	0	0	0	0	0	0	5
AMERICAN AIRLINES	23	4	5	1	5	15	4	1	2	0	1	6	77
AMERICAN EAGLE AIRLINES	1	0	0	0	0	2	1	1	0	0	0	1	6
AMERICAN TRANS AIR	1	0	0	0	0	6	0	0	0	0	0	0	7
ARROW AIR	5	0	0	0	26	1	0	0	0	0	0	0	32
CONTINENTAL AIRLINES	18	5	3	1	9	13	2	1	1	0	0	1	54
DELTA AIR LINES	4	0	2	3	4	2	0	0	2	0	0	1	18
EASTERN AIR LINES	40	7	6	2	19	18	1	1	0	0	0	4	98
FLORIDA EXPRESS	3	2	0	0	0	1	0	0	0	0	0	0	6
FRONTIER AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	2	0	0	0	1	9	2	2	0	0	0	0	16
NEW YORK AIR	5	1	0	0	2	8	2	1	1	0	1	0	21
NORTHEASTERN INT'L. AIRWAYS	0	0	0	0	6	1	0	0	0	0	0	0	7
NORTHWEST AIRLINES	6	1	1	1	2	2	0	0	0	0	0	5	18
OZARK AIR LINES	2	0	0	0	0	6	0	0	0	0	0	0	8
PACIFIC SOUTHWEST AIRLINES	3	0	0	1	0	6	1	0	0	0	0	0	11
PAN AMERICAN WORLD AIRWAYS	11	5	4	2	3	11	3	3	0	1	0	4	47
PEOPLE EXPRESS AIRLINES	57	11	2	15	5	17	2	0	4	0	0	4	117
PIEDMONT AVIATION	8	1	1	1	0	7	0	1	1	1	0	0	21
PRESIDENTIAL AIRWAYS	6	0	1	0	1	4	1	0	0	0	0	1	14
PRIDE AIR, INC.	0	0	0	0	20	0	0	0	0	0	0	0	20
PRO AIR SERVICES	0	2	0	0	0	2	0	1	0	0	0	0	5
REPUBLIC AIRLINES	17	6	3	2	3	4	3	2	0	0	0	0	40
ROCKY MOUNTAIN AIRWAYS	2	0	0	0	0	2	1	0	0	0	0	0	5
SOUTHWEST AIRLINES	3	0	0	0	2	0	0	0	0	0	0	0	5
TRANS WORLD AIRLINES	16	3	4	0	8	15	3	0	2	1	1	2	55
UNITED AIRLINES	23	1	4	3	6	11	4	1	2	0	0	5	60
USAIR	9	3	1	4	2	4	2	1	0	0	0	0	26
WESTERN AIR LINES	7	1	0	0	0	4	0	0	0	0	0	0	12
WORLD AIRWAYS	2	3	1	0	3	4	1	2	0	0	0	0	16
OTHER U.S. AIRLINES	23	3	2	2	10	14	2	1	0	0	0	3	60
FEBRUARY 1986	324	63	42	38	138	198	37	21	15	3	3	38	920
PERCENT OF TOTAL COMPLAINTS	35.2	6.8	4.5	4.1	15.0	21.5	4.0	2.2	1.6	.3	.3	4.1	100.0

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

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U.S. AIRLINES (MAJORS/NATIONALS) ALPHABETICAL	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA	13	3.41	3.81
ALASKA AIRLINES	4	3.04	1.32
ALPHA AIRLINES	0	2.03	.00
AMERICA WEST AIRLINES	5	5.50	.91
AMERICAN AIRLINES	77	37.08	2.08
ARROW AIR	32	.63	50.79
BRANIFF INC.	2	1.96	1.02
CONTINENTAL AIRLINES	54	15.05	3.59
DELTA AIR LINES	18	34.53	.52
EASTERN AIR LINES	98	34.78	2.82
FRONTIER AIRLINES	5	5.11	.98
HAWAIIAN AIRLINES	16	3.05	5.25
JET AMERICA AIRLINES	1	.00*	.00
MIDWAY AIRLINES	3	2.13	1.41
NEW YORK AIR	21	3.22	6.52
NORTHWEST AIRLINES	18	11.33	1.59
OZARK AIR LINES	8	4.43	1.81
PACIFIC SOUTHWEST AIRLINES	11	8.01	1.37
PAN AMERICAN WORLD AIRWAYS	47	11.61	4.05
PEOPLE EXPRESS AIRLINES	117	12.83	9.12
PIEDMONT AVIATION	21	17.51	1.20
REPUBLIC AIRLINES	40	15.75	2.54
SOUTHWEST AIRLINES	5	10.03	.50
TRANS WORLD AIRLINES	55	15.15	3.63
TRANSAMERICA AIRLINES	2	.23	8.70
TRANSTAR**	4	1.90	2.11
UNITED AIRLINES	60	33.43	1.80
USAIR	76	16.85	1.54
WESTERN AIR LINES	12	9.71	1.24
WORLD AIRWAYS	16	1.54	10.39
TOTAL MAJORS/NATIONALS	791	321.94	2.46
AVERAGES (BASED ON 30 AIRLINES)	26.37	10.73	2.46

*PASSENGERS FLOWN NOT REPORTED

**FORMERLY MUSE AIR CORPORATION

 * SCHEDULED SERVICE *

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
ARROW AIR	1	32	.63	50.79
WORLD AIRWAYS	2	16	1.54	10.39
PEOPLE EXPRESS AIRLINES	3	117	12.83	9.12
TRANSAMERICA AIRLINES	4	2	.23	8.70
NEW YORK AIR	5	21	3.22	6.52
HAWAIIAN AIRLINES	6	16	3.05	5.25
PAN AMERICAN WORLD AIRWAYS	7	47	11.61	4.05
AIR CALIFORNIA	8	13	3.41	3.81
TRANS WORLD AIRLINES	9	55	15.15	3.63
CONTINENTAL AIRLINES	10	54	15.05	3.59
EASTERN AIR LINES	11	98	34.78	2.82
REPUBLIC AIRLINES	12	40	15.75	2.54
TRANSTAR	13	4	1.90	2.11
AMERICAN AIRLINES	14	77	37.09	2.08
OZARK AIR LINES	15	8	4.43	1.81
UNITED AIRLINES	16	60	33.43	1.80
NORTHWEST AIRLINES	17	18	11.33	1.59
USAIR	18	26	16.85	1.54
MIDWAY AIRLINES	19	3	2.13	1.41
PACIFIC SOUTHWEST AIRLINES	20	11	8.01	1.37
ALASKA AIRLINES	21	4	3.04	1.32
WESTERN AIR LINES	22	12	9.71	1.24
PIEDMONT AVIATION	23	21	17.51	1.20
BRANIFF INC.	24	2	1.96	1.02
FRONTIER AIRLINES	25	5	5.11	.98
AMERICA WEST AIRLINES	26	5	5.50	.91
DELTA AIR LINES	27	18	34.53	.52
SOUTHWEST AIRLINES	28	5	10.03	.50
ALOHA AIRLINES	29	0	2.03	.00
JET AMERICA AIRLINES	*	1	.00	.00

*RANKING NOT APPLICABLE, PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

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

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FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FAKES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER-TISING	CREDIT	TOURS	OTHER	TOTAL
ALITALIA AIRLINES	1	2	1	0	0	7	0	0	0	0	1	0	12
BWIA	5	0	0	1	0	5	0	0	0	0	1	0	12
DOMINICANA DE AVIACION	2	3	1	0	0	5	0	0	0	0	0	0	11
KLM	0	0	2	0	1	3	0	0	0	0	0	0	6
MEXICANA	6	4	1	0	1	5	0	0	0	0	0	0	17
OTHER FOREIGN AIRLINES	7	6	4	2	9	19	2	3	0	0	1	2	55
FEBRUARY 1986	21	15	9	3	11	44	2	3	0	0	3	2	113
PERCENT OF TOTAL COMPLAINTS	18.5	13.2	7.9	2.6	9.7	38.9	1.7	2.6	.0	.0	2.6	1.7	100.0

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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C O M P A N Y	RESERVATIONS												
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	CUSTOMER BAGGAGE	SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	TOTAL
OTHER CHARTERS	8	0	0	0	2	1	1	1	1	0	16	4	34
FEBRUARY 1986	8	0	0	0	2	1	1	1	1	0	16	4	34
PERCENT OF TOTAL COMPLAINTS	23.5	.0	.0	.0	5.8	2.9	2.9	2.9	2.9	.0	47.0	11.7	100.0

 * MISCELLANEOUS SERVICE *

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

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=====RESERVATIONS=====												
OTHER COMPANIES	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	CUSTOMER BAGGAGE	SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER TOTAL
=====												
C A R G O												
OTHER C A R G O	0	0	0	0	0	0	0	0	0	0	0	4
FEBRUARY 1986	0	0	0	0	0	0	0	0	0	0	0	4
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	100.0
=====												
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	0	0	0	1	3	0	0	0	0	0	1	0
FEBRUARY 1986	0	0	0	1	3	0	0	0	0	0	1	0
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	20.0	60.0	.0	.0	.0	.0	.0	20.0	.0
=====												
TOUR OPERATORS												
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0
FEBRUARY 1986	1	0	0	0	1	0	0	0	0	0	0	0
PERCENT OF TOTAL COMPLAINTS	50.0	.0	.0	.0	50.0	.0	.0	.0	.0	.0	.0	.0
=====												
MISCELLANEOUS COMPANIES												
GENERAL COMPLAINTS	1	0	0	0	0	1	0	0	0	0	0	5
OTHER MISCELLANEOUS COMPANIES	7	0	5	1	11	7	2	1	2	0	4	17
FEBRUARY 1986	8	0	5	1	11	8	2	1	2	0	4	22
PERCENT OF TOTAL COMPLAINTS	12.5	.0	7.8	1.5	17.1	12.5	3.1	1.5	3.1	.0	6.2	34.3

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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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	920	11	931	7	0	12	126	1076	973
FOREIGN AIRLINES	113	2	115	0	0	2	17	134	123
C A R G O	4	0	4	0	0	0	1	5	5
TRAVEL AGENTS	5	2	7	0	0	1	2	10	10
TOUR OPERATORS	2	19	21	0	0	4	1	26	22
MISCELLANEOUS COMPANIES	64	0	64	7	0	8	151	230	224
INDUSTRY TOTAL	1108	34	1142	14	0	27	298	1481	1357

* ALL SERVICES *

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

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=====	=====	=====
COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS
=====	=====	=====
FLIGHT PROBLEMS...	1	362
BAGGAGE	2	251
REFUNDS	3	166
OVERSALES	4	78
OTHER	5	70
TICKETING/BOARDING	6	56
FARES	7	43
CUSTOMER SERVICE.	8	42
TOURS	9	27
SMOKING	10	26
ADVERTISING	11	18
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 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 February report, the number of passengers flown are from December 1985.