
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

 * PAGE 1 *

U.S. AIRLINES	RESERVATIONS												TOTAL
	FLIGHT OVER- PROBLEMS SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER		
AERO VIRGIN ISLANDS	5	5	0	0	1	9	1	0	0	0	0	1	22
AIR CALIFORNIA	16	5	2	0	2	3	2	1	0	0	0	2	33
AIR HAWAII	12	3	1	0	159	2	1	1	0	1	0	7	187
ALASKA AIRLINES	3	1	0	1	1	6	4	0	0	0	0	0	16
AMERICA WEST AIRLINES	10	6	4	2	2	8	0	1	0	0	0	1	34
AMERICAN AIRLINES	109	17	30	24	32	67	24	14	3	0	3	15	338
AMERICAN EAGLE AIRLINES	2	2	0	0	0	5	1	2	0	0	0	1	13
BRANIFF INC.	4	4	0	0	2	5	0	0	0	0	0	1	16
BRITT AIRWAYS	12	3	2	1	0	2	0	0	0	0	0	0	20
CARIBBEAN EXPRESS	13	2	2	0	5	3	0	0	0	0	0	1	26
CONTINENTAL AIRLINES	83	43	17	15	67	74	23	6	7	0	0	10	345
CROWNAIR	3	0	0	0	1	6	0	0	0	0	0	0	10
DELTA AIR LINES	32	6	12	14	12	24	10	4	3	0	0	5	122
EASTERN AIR LINES	223	20	20	14	80	119	42	10	2	1	2	25	558
FLORIDA EXPRESS	14	9	3	0	0	7	0	1	0	0	0	1	35
FRONTIER AIRLINES	24	6	3	3	9	8	8	2	1	0	0	0	64
HAWAIIAN AIRLINES	7	11	1	0	2	26	2	4	0	1	1	1	56
HORIZON AIRLINES	4	0	0	0	0	5	1	0	0	0	0	0	10
JET AMERICA AIRLINES	7	1	0	1	1	2	0	0	0	0	1	0	13
MIDWAY AIRLINES	4	2	1	2	3	1	2	0	0	0	0	1	16
NEW YORK AIR	29	16	1	3	6	25	9	4	3	0	1	1	98
NORTHEASTERN INT'L. AIRWAYS	1	1	0	0	27	1	0	0	1	0	0	0	31
NORTHWEST AIRLINES	30	7	3	5	12	19	1	0	1	1	0	8	87
OZARK AIR LINES	9	0	4	1	1	11	1	1	1	0	0	1	30
PACIFIC SOUTHWEST AIRLINES	18	5	4	3	4	17	5	2	0	0	0	2	60
PAN AMERICAN WORLD AIRWAYS	67	30	10	12	41	77	19	13	4	1	0	18	292
PEOPLE EXPRESS AIRLINES	235	64	31	58	41	105	18	3	11	0	0	11	577
PIEDMONT AVIATION	43	6	3	8	5	23	8	7	5	1	0	2	111
PILGRIM AIRLINES	4	0	1	1	0	3	1	0	0	0	0	1	11
PRESIDENTIAL AIRWAYS	18	2	2	3	2	8	5	1	2	0	0	2	45
PRIDE AIR, INC.	0	0	0	0	80	0	0	0	0	0	0	0	80
PRO AIR SERVICES	5	3	2	0	0	10	0	1	0	0	0	0	21
PROVINCETOWN BOSTON AIRLINES	6	2	0	1	7	2	1	0	0	0	0	0	19
REGENT AIR CORPORATION	3	0	2	0	24	0	0	0	1	0	0	10	40
REPUBLIC AIRLINES	51	30	9	6	18	24	20	9	1	0	0	4	208
ROCKY MOUNTAIN AIRWAYS	6	2	0	1	0	14	2	0	0	0	0	0	25
SIMMONS AIRLINES	17	1	0	0	0	4	0	0	0	0	0	1	23
SOUTHWEST AIRLINES	16	3	2	3	2	4	1	1	1	0	0	2	35
SUNWORLD INTERNATIONAL AIRWAYS	2	3	1	0	1	2	1	0	0	0	0	0	10
TRANS AIR	1	1	2	1	4	2	1	0	0	0	0	0	12
TRANS WORLD AIRLINES	78	20	23	24	41	87	29	7	8	9	1	17	344
TRANSTAR	11	2	2	0	4	5	2	1	1	0	0	1	29
UNITED AIRLINES	213	21	33	14	36	91	69	17	9	1	0	21	525
USAIR	47	15	9	8	18	17	15	5	0	0	1	7	142
WESTERN AIR LINES	34	7	7	5	9	12	3	3	1	0	0	6	87
WORLD AIRWAYS	29	8	1	1	27	13	4	2	0	0	0	3	88

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

 * PAGE 2 *

U.S. AIRLINES	RESERVATIONS-----											
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER-TISING	CREDIT	TOURS	OTHER TOTAL
OTHER U.S. AIRLINES	58	18	7	4	29	72	13	4	2	0	0	15 222
JANUARY 1986 THROUGH JUNE 1986	1658	413	257	239	818	1030	349	123	68	16	10	205 5186
PERCENT OF TOTAL COMPLAINTS	31.9	7.9	4.9	4.6	15.7	19.8	6.7	2.3	1.3	.3	.1	3.9 100.0

BECAUSE OF MINOR STATISTICAL ADJUSTMENTS MADE SUBSEQUENT TO THE ISSUANCE OF INDIVIDUAL MONTHLY REPORTS, THE NUMBERS IN THIS REPORT MAY NOT EQUAL THE AGGREGATE OF MONTHLY REPORT STATISTICS.

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

 * PAGE 3 *

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	33	22.25	1.48
ALASKA AIRLINES	16	16.79	.95
ALOHA AIRLINES	4	13.57	.30
AMERICA WEST AIRLINES	34	31.42	1.08
AMERICAN AIRLINES	338	214.43	1.58
BRANIFF INC.	16	11.19	1.43
CONTINENTAL AIRLINES	345	86.62	3.98
DELTA AIR LINES	122	201.06	.61
EASTERN AIR LINES	558	204.52	2.73
FRONTIER AIRLINES	64	32.74	1.96
HAWAIIAN AIRLINES	56	19.05	2.94
JET AMERICA AIRLINES	13	3.30	3.94
MIDWAY AIRLINES	16	12.56	1.27
NEW YORK AIR	98	21.07	4.65
NORTHWEST AIRLINES	87	69.73	1.25
OZARK AIR LINES	30	27.19	1.10
PACIFIC SOUTHWEST AIRLINES	60	49.41	1.21
PAN AMERICAN WORLD AIRWAYS	292	61.33	4.76
PEOPLE EXPRESS AIRLINES	577	70.90	8.14
PIEDMONT AVIATION	111	98.43	1.13
REPUBLIC AIRLINES	208	90.85	2.29
SOUTHWEST AIRLINES	35	60.12	.58
TRANS WORLD AIRLINES	344	83.94	4.12
TRANSAMERICA AIRLINES	3	2.01	1.49
TRANSTAR	29	10.84	2.68
UNITED AIRLINES	525	207.16	2.53
USAIR	142	97.28	1.46
WESTERN AIR LINES	87	56.35	1.54
WORLD AIRWAYS	88 *	6.69	13.15
TOTAL MAJORS/NATIONALS	4331	1882.52	2.30
AVERAGES (BASED ON 25 AIRLINES)	149.35	64.92	2.30

* PASSENGERS FLOWN NOT REPORTED FOR THE MONTH OF APRIL, 1986

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

 * PAGE 4 *

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	*	88	6.69	13.15
PEOPLE EXPRESS AIRLINES	1	577	70.90	8.14
PAN AMERICAN WORLD AIRWAYS	2	292	61.33	4.76
NEW YORK AIR	3	98	21.07	4.65
TRANS WORLD AIRLINES	4	344	83.54	4.12
CONTINENTAL AIRLINES	5	345	86.62	3.98
JET AMERICA AIRLINES	6	13	3.30	3.94
HAWAIIAN AIRLINES	7	56	19.05	2.94
EASTERN AIR LINES	8	558	204.52	2.73
TRANSTAR	9	29	10.84	2.68
UNITED AIRLINES	10	525	207.16	2.53
REPUBLIC AIRLINES	11	208	90.85	2.29
FRONTIER AIRLINES	12	64	32.74	1.96
AMERICAN AIRLINES	13	338	214.43	1.58
WESTERN AIR LINES	14	87	56.35	1.54
TRANSAMERICA AIRLINES	15	3	2.01	1.49
AIR CALIFORNIA	16	33	22.25	1.48
USAIR	17	142	97.28	1.46
BRANIFF INC.	18	16	11.19	1.43
MIDWAY AIRLINES	19	16	12.56	1.27
NORTHWEST AIRLINES	20	87	69.73	1.25
PACIFIC SOUTHWEST AIRLINES	21	60	49.41	1.21
PIEDMONT AVIATION	22	111	98.43	1.13
OZARK AIR LINES	23	30	27.19	1.10
AMERICA WEST AIRLINES	24	34	31.42	1.08
ALASKA AIRLINES	25	16	16.79	.95
DELTA AIR LINES	26	122	201.06	.61
SOUTHWEST AIRLINES	27	35	60.12	.58
ALOHA AIRLINES	28	4	13.57	.30

* RANKING NOT APPLICABLE, PASSENGERS FLOWN NOT REPORTED FOR THE MONTH OF APRIL, 1986.

 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

 * PAGE 5 *

FOREIGN AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVER-SMOKING	TISING	CREDIT	TOURS	OTHER	
AEROMEXICO	7	5	1	0	4	8	0	0	0	0	1	0	26
AIR FRANCE	2	0	0	1	5	5	0	0	0	0	0	3	16
AIR JAMAICA	9	4	1	0	0	9	3	0	0	0	0	0	26
ALITALIA AIRLINES	2	6	2	1	1	13	1	0	0	0	1	2	29
ALM	3	1	0	1	2	2	0	1	0	0	0	0	10
AVIANCA	0	4	0	1	3	1	1	0	0	0	0	0	10
BAHAMASAIR HOLDINGS	0	2	0	0	2	10	0	0	0	0	0	0	14
BRITISH AIRWAYS	1	0	2	1	4	3	1	0	1	0	0	0	13
BWIA	13	4	1	1	1	11	0	0	0	0	2	0	33
DOMINICANA DE AVIACION	11	20	1	0	3	16	1	0	0	0	0	2	54
IBERIA AIRLINES	1	2	0	0	2	6	0	0	0	0	0	0	11
LUFTHANSA	0	1	1	1	1	6	1	0	0	0	0	1	12
MEXICANA	15	14	2	1	2	25	1	1	0	0	0	1	62
TACA INTERNATIONAL AIRLINES	3	1	1	0	2	3	0	0	0	0	0	2	12
OTHER FOREIGN AIRLINES	25	20	14	7	43	75	7	4	1	0	3	9	208
JANUARY 1986 THROUGH JUNE 1986	52	84	26	15	75	193	16	6	2	0	7	20	536
PERCENT OF TOTAL COMPLAINTS	17.1	15.6	4.8	2.7	13.9	36.0	2.9	1.1	.3	.0	1.3	3.7	100.0

* PAGE 6 *

C O M P A N Y	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVERTISING	CREDIT	TOURS	OTHER		
AMERICAN TRANS AIR	7	0	0	1	0	21	1	1	0	0	0	1	32
OTHER TOUR OPERATORS	1	0	0	0	5	0	0	0	0	0	13	0	19
SKYSTAR INTERNATIONAL	2	0	0	0	0	2	0	0	0	0	3	3	10
OTHER CHARTERS	27	1	3	0	15	17	6	2	1	0	54	10	136
JANUARY 1986 THROUGH JUNE 1986	37	1	3	1	20	40	7	3	1	0	70	14	197
PERCENT OF TOTAL COMPLAINTS	18.7	.5	1.5	.5	10.1	20.3	3.5	1.5	.5	.0	35.5	7.1	100.0

 * MISCELLANEOUS SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986
 BY CATEGORY OF COMPLAINT (SEE FOOTNOTE A)

 * PAGE 7 *

*****RESERVATIONS*****													
OTHER COMPANIES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVERTISING	CREDIT	TOURS	OTHER	TOTAL	
*****C A R G O*****													
OTHER CARGO CARRIERS & FORWARDE	0	0	0	0	0	2	0	0	0	0	18	20	
OTHER C A R G O	0	0	0	0	0	3	0	0	0	0	12	15	
JANUARY 1986 THROUGH JUNE 1986	0	0	0	0	0	5	0	0	0	0	30	35	
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	14.2	.0	.0	.0	.0	85.7	100.0	
*****TRAVEL AGENTS*****													
OTHER TRAVEL AGENTS	1	0	7	4	13	0	0	0	0	2	1	28	
OTHER TRAVEL AGENTS	1	0	1	0	3	0	0	0	0	1	0	6	
JANUARY 1986 THROUGH JUNE 1986	2	0	8	4	16	0	0	0	0	3	1	34	
PERCENT OF TOTAL COMPLAINTS	5.8	.0	23.5	11.7	47.0	.0	.0	.0	.0	8.8	2.9	100.0	
*****TOUR OPERATORS*****													
OTHER TOUR OPERATORS	0	0	0	0	4	0	0	0	0	3	3	10	
OTHER TOUR OPERATORS	5	2	0	1	11	1	0	0	0	6	1	27	
JANUARY 1986 THROUGH JUNE 1986	5	2	0	1	15	1	0	0	0	9	4	37	
PERCENT OF TOTAL COMPLAINTS	13.5	5.4	.0	2.7	40.5	2.7	.0	.0	.0	24.3	10.8	100.0	
*****MISCELLANEOUS COMPANIES*****													
ARROW AIR	13	1	0	1	45	5	0	0	0	2	3	70	
GENERAL COMPLAINTS	2	0	1	0	0	4	0	1	1	0	15	24	
HAWAIIAN PACIFIC AIRLINES	0	0	0	0	7	0	0	0	0	0	4	11	
OTHER MISCELLANEOUS COMPANIES	35	2	11	9	41	39	8	5	3	1	21	79	
JANUARY 1986 THROUGH JUNE 1986	50	3	12	10	93	48	8	6	4	1	23	101	
PERCENT OF TOTAL COMPLAINTS	13.9	.8	3.3	2.7	25.9	13.3	2.2	1.6	1.1	.2	6.4	28.1	

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986

 * PAGE 8 *

INDUSTRY GROUPS	C O M P L A I N T S				REQUEST FOR INFORMATION		TOTAL, COMPLAINTS		TOTAL
	SCHEDULLED	CHARTER	TOTAL	OPINIONS	COMPLIMENTS	COMPLAINT RECORDS	OTHER	THRU REQUESTS	CASES
U.S. AIRLINES	5186	98	5284	64	5	65	813	6231	5512
FOREIGN AIRLINES	536	11	547	2	1	14	87	651	589
C A R G O	35	0	35	0	0	0	8	43	43
TRAVEL AGENTS	34	14	48	0	0	4	15	67	64
TOUR OPERATORS	37	74	111	0	0	23	25	159	140
MISCELLANEOUS COMPANIES	355	0	359	56	0	35	884	1334	1306
INDUSTRY TOTAL	6187	197	6384	122	6	141	1832	8485	7654

* ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
FOR THE PERIOD JANUARY 1986 THROUGH JUNE 1986

* PAGE 9 *

COMPLAINT CATEGORY

RANKING TOTAL COMPLAINTS

FLIGHT PROBLEMS...	1	1844
BAGGAGE.....	2	1317
REFUNDS.....	3	1037
OVERSALES.....	4	503
CUSTOMER SERVICE..	5	380
OTHER.....	6	375
TICKETING/BOARDING	7	306
FARES.....	8	270
SMOKING.....	9	138
TOURS.....	10	122
ADVERTISING.....	11	75
CREDIT.....	12	17

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 ten or more complaints against them during the six month period. 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 January through June, 1986 report, the number of passengers flown are from November 1985 through April, 1986.