
 * SCHEDULED SERVICE *

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

 * PAGE 1 *

U.S. AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
AERO VIRGIN ISLANDS	5	4	0	0	0	8	1	0	0	0	0	1	19
AIR CALIFORNIA	11	4	2	0	0	2	1	1	0	0	0	1	22
AIR HAWAII	10	3	1	0	94	1	1	1	0	0	0	3	114
AMERICA WEST AIRLINES	4	1	2	1	1	4	0	0	0	0	0	0	13
AMERICAN AIRLINES	74	8	16	12	14	42	13	6	3	0	2	10	200
ARROW AIR	12	1	0	1	33	4	0	0	0	0	0	2	53
CARIBBEAN EXPRESS	6	2	1	0	2	1	0	0	0	0	0	1	13
CONTINENTAL AIRLINES	47	18	7	4	34	43	7	3	5	0	0	7	175
DELTA AIR LINES	16	3	8	6	5	8	5	1	2	0	0	3	57
EASTERN AIR LINES	119	13	15	7	50	67	11	4	1	1	2	14	304
FLORIDA EXPRESS	4	4	0	0	0	5	0	0	0	0	0	0	13
FRONTIER AIRLINES	5	1	1	0	2	4	0	0	1	0	0	0	14
HAWAIIAN AIRLINES	3	3	0	0	1	16	2	2	0	0	1	0	28
NEW YORK AIR	14	5	1	2	2	12	5	1	2	0	1	0	45
NORTHEASTERN INT'L. AIRWAYS	1	0	0	0	17	1	0	0	1	0	0	0	20
NORTHWEST AIRLINES	17	4	2	3	6	10	1	0	0	0	0	7	50
OZARK AIR LINES	4	0	1	1	0	9	1	1	0	0	0	0	17
PACIFIC SOUTHWEST AIRLINES	7	3	1	1	1	11	4	2	0	0	0	1	31
PAN AMERICAN WORLD AIRWAYS	37	12	7	4	24	48	11	8	0	1	0	9	161
PEOPLE EXPRESS AIRLINES	161	45	12	31	24	58	12	2	7	0	0	9	361
PIEDMONT AVIATION	21	4	1	4	1	18	2	2	3	1	0	1	58
PRESIDENTIAL AIRWAYS	12	0	1	1	1	6	3	0	0	0	0	1	25
PRIDE AIR, INC.	0	0	0	0	57	0	0	0	0	0	0	0	57
PRD AIR SERVICES	1	2	1	0	0	5	0	1	0	0	0	0	10
PROVINCETOWN BOSTON AIRLINES	2	0	0	1	7	0	0	0	0	0	0	0	10
REGENT AIR CORPORATION	3	0	1	0	2	0	0	0	0	0	0	10	16
REPUBLIC AIRLINES	48	18	4	3	9	10	11	3	1	0	0	2	109
ROCKY MOUNTAIN AIRWAYS	5	1	0	0	0	5	1	0	0	0	0	0	12
SIMMONS AIRLINES	11	1	0	0	0	3	0	0	0	0	0	0	15
SOUTHWEST AIRLINES	9	1	0	1	2	3	0	0	1	0	0	0	17
TRANS WORLD AIRLINES	34	10	12	13	16	49	12	2	4	4	1	7	164
TRANSTAR	2	1	0	0	3	4	1	1	0	0	0	1	13
UNITED AIRLINES	60	8	12	5	19	35	14	4	5	0	0	11	193
USAIR	29	8	5	6	14	10	7	5	0	0	0	4	88
WESTERN AIR LINES	15	2	3	2	5	6	0	0	1	0	0	2	40
WORLD AIRWAYS	10	6	1	0	18	6	2	2	0	0	0	2	47
OTHER U.S. AIRLINES	57	17	9	7	20	59	11	5	1	0	0	10	196
JANUARY 1986 THROUGH MARCH 1986	500	213	127	116	484	573	139	57	38	7	7	119	2780
PERCENT OF TOTAL COMPLAINTS	32.3	7.6	4.5	4.1	17.4	20.6	5.0	2.0	1.3	.2	.2	4.2	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 MARCH 1986
 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

 * PAGE 2 *

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	22	10.77	2.04
ALASKA AIRLINES	8	8.45	.95
ALPHA AIRLINES	2	6.26	.32
AMERICA WEST AIRLINES	13	14.96	.87
AMERICAN AIRLINES	200	103.51	1.93
ARROW AIR	53	1.43	37.06
BRANIFF INC.	9	5.32	1.69
CONTINENTAL AIRLINES	175	41.43	4.22
DELTA AIR LINES	57	94.85	.60
EASTERN AIR LINES	304	100.49	3.03
FRONTIER AIRLINES	14	14.09	.99
HAWAIIAN AIRLINES	28	9.03	3.10
JET AMERICA AIRLINES	2	.65*	3.08
MIDWAY AIRLINES	7	6.09	1.15
NEW YORK AIR	45	9.57	4.70
NORTHWEST AIRLINES	50	31.77	1.57
OSARK AIR LINES	17	12.66	1.34
PACIFIC SOUTHWEST AIRLINES	31	23.92	1.30
PAN AMERICAN WORLD AIRWAYS	161	33.15	4.86
PEOPLE EXPRESS AIRLINES	361	35.04	10.30
PIEDMONT AVIATION	58	47.18	1.23
REPUBLIC AIRLINES	109	43.93	2.48
SOUTHWEST AIRLINES	17	29.25	.58
TRANS WORLD AIRLINES	164	42.24	3.88
TRANSAMERICA AIRLINES	8	.77	10.39
TRANSTAR	13	5.57	2.33
UNITED AIRLINES	193	93.63	2.06
USAIR	88	47.36	1.86
WESTERN AIR LINES	40	26.85	1.49
WORLD AIRWAYS	47	1.87*	25.13
TOTAL MAJORS/NATIONALS	2296	902.20	2.55
AVERAGES (BASED ON 30 AIRLINES)	76.53	30.07	2.55

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

 * SCHEDULED SERVICE *

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

 * PAGE 3 *

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	53	1.43	37.06
WORLD AIRWAYS	2	47	1.87*	25.13
TRANSAMERICA AIRLINES	3	8	.77	10.39
PEOPLE EXPRESS AIRLINES	4	361	35.04	10.30
PAN AMERICAN WORLD AIRWAYS	5	161	33.15	4.86
NEW YORK AIR	6	45	9.57	4.70
CONTINENTAL AIRLINES	7	175	41.43	4.22
TRANS WORLD AIRLINES	8	164	42.24	3.88
HAWAIIAN AIRLINES	9	28	9.03	3.10
JET AMERICA AIRLINES	10	2	.65*	3.08
EASTERN AIR LINES	11	304	100.49	3.03
REPUBLIC AIRLINES	12	109	43.93	2.48
TRANSTAR	13	13	5.57	2.33
UNITED AIRLINES	14	193	93.63	2.06
AIR CALIFORNIA	15	22	10.77	2.04
AMERICAN AIRLINES	16	200	103.51	1.93
USAIR	17	88	47.36	1.86
BRANIFF INC.	18	9	5.32	1.69
NORTHWEST AIRLINES	19	50	31.77	1.57
WESTERN AIR LINES	20	40	26.85	1.49
UZARK AIR LINES	21	17	12.66	1.34
PACIFIC SOUTHWEST AIRLINES	22	31	23.92	1.30
PIEDMONT AVIATION	23	58	47.18	1.23
MIDWAY AIRLINES	24	7	6.09	1.15
FRONTIER AIRLINES	25	14	14.09	.99
ALASKA AIRLINES	26	8	8.45	.95
AMERICA WEST AIRLINES	27	13	14.96	.87
DELTA AIR LINES	28	57	94.85	.60
SOUTHWEST AIRLINES	29	17	29.25	.58
ALOHA AIRLINES	30	2	6.26	.32

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

 * SCHEDULED SERVICE *

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

 * PAGE 4 *

FOREIGN AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	
AIR JAMAICA	5	1	1	0	0	7	1	0	0	0	0	0	15
ALITALIA AIRLINES	2	5	1	1	1	10	1	0	0	0	1	1	23
UWIA	12	2	1	1	1	10	0	0	0	0	1	0	28
DUMINICANA DE AVIACION	7	14	1	0	2	10	0	0	0	0	0	1	35
MEXICANA	9	11	1	0	1	13	1	0	0	0	0	0	36
OTHER FOREIGN AIRLINES	23	18	14	6	34	69	8	4	1	0	2	8	187
JANUARY 1986 THROUGH MARCH 1986	58	51	19	8	39	119	11	4	1	0	4	10	324
PERCENT OF TOTAL COMPLAINTS	17.9	15.7	5.8	2.4	12.0	36.7	3.3	1.2	.3	.0	1.2	3.0	100.0

 * CHARTER SERVICE *

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

 * PAGE 5 *

C O M P A N Y	RESERVATIONS=====												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	ADVER- TISING	SMOKING	CREDIT	TOURS	OTHER	
AMERICAN TRANS AIR	5	0	0	0	0	12	0	1	0	0	0	1	19
OTHER CHARTERS	22	0	2	0	9	14	4	1	1	0	49	11	113
JANUARY 1986 THROUGH MARCH 1986	27	0	2	0	9	26	4	2	1	0	49	12	132
PERCENT OF TOTAL COMPLAINTS	20.4	.0	1.5	.0	6.8	19.6	3.0	1.5	.7	.0	37.1	9.0	100.0

 * MISCELLANEOUS SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE PERIOD JANUARY 1986 THROUGH MARCH 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	0	0	0	0	0	0	7	7
JANUARY 1986 THROUGH MARCH 1986	0	0	0	0	0	0	0	0	0	0	0	7	7
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	2	2	4	0	0	0	0	0	1	1	11
OTHER TRAVEL AGENTS	1	0	0	0	3	0	0	0	0	0	0	0	4
JANUARY 1986 THROUGH MARCH 1986	2	0	2	2	7	0	0	0	0	0	1	1	15
PERCENT OF TOTAL COMPLAINTS	13.3	.0	13.3	13.3	46.6	.0	.0	.0	.0	.0	6.6	6.6	100.0
=====													
TOUR OPERATORS													
OTHER TOUR OPERATORS	2	2	0	0	5	0	0	0	0	0	5	0	14
JANUARY 1986 THROUGH MARCH 1986	2	2	0	0	5	0	0	0	0	0	5	0	14
PERCENT OF TOTAL COMPLAINTS	14.2	14.2	.0	.0	35.7	.0	.0	.0	.0	.0	35.7	.0	100.0
=====													
MISCELLANEOUS COMPANIES													
GENERAL COMPLAINTS	2	0	0	0	0	3	0	1	0	0	0	14	20
OTHER MISCELLANEOUS COMPANIES	19	1	8	3	25	20	5	2	2	1	10	39	135
JANUARY 1986 THROUGH MARCH 1986	21	1	8	3	25	23	5	3	2	1	10	53	155
PERCENT OF TOTAL COMPLAINTS	13.5	.6	5.1	1.9	16.1	14.8	3.2	1.9	1.2	.6	6.4	34.1	100.0

 * ALL SERVICES *

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

 * PAGE 7 *

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	2760	77	2857	25	0	47	619	3548	3205
FOREIGN AIRLINES	324	3	327	1	0	4	57	389	357
C A R G O	7	0	7	0	0	0	4	11	11
TRAVEL AGENTS	15	8	23	0	0	3	6	32	31
TOUR OPERATORS	14	44	58	0	0	10	15	83	69
MISCELLANEOUS COMPANIES	155	0	155	21	0	15	511	702	694
INDUSTRY TOTAL	3255	132	3427	47	0	79	1212	4765	4367