
 * SCHEDULED SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
 FOR THE MONTH OF MAY 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	
AIR HAWAII	0	0	0	0	16	0	0	0	0	0	C 1	17
AMERICA WEST AIRLINES	4	3	2	1	0	0	0	0	0	0	C 0	10
AMERICAN AIRLINES	17	4	5	2	8	6	3	3	0	0	0 1	49
ARROW AIR	0	0	0	0	5	0	0	0	0	0	0 0	5
CONTINENTAL AIRLINES	12	6	2	2	15	7	3	1	0	0	0 2	50
DELTA AIR LINES	4	1	1	3	1	3	1	2	0	0	0 1	17
EASTERN AIR LINES	56	3	1	1	5	16	12	0	0	0	0 3	97
FLORIDA EXPRESS	2	2	3	0	0	0	0	0	0	0	C 0	7
FRONTIER AIRLINES	4	2	1	1	1	1	3	0	0	0	0 0	13
HAWAIIAN AIRLINES	3	4	0	0	0	1	0	2	0	0	0 0	10
NEW YORK AIR	3	3	0	0	1	5	1	2	0	0	0 0	15
NORTHWEST AIRLINES	8	0	0	0	4	2	0	0	0	1	0 1	16
ORION AIR LINES	3	0	2	0	0	1	0	0	1	0	0 0	7
PACIFIC SOUTHWEST AIRLINES	6	0	1	1	0	1	0	0	0	0	0 0	9
PAN AMERICAN WORLD AIRWAYS	7	5	1	4	4	6	3	1	0	0	0 1	32
PEOPLE EXPRESS AIRLINES	21	8	6	8	3	17	3	1	1	0	0 1	69
PIEDMONT AVIATION	2	0	1	4	2	2	3	1	2	0	0 1	18
PRESIDENTIAL AIRWAYS	3	0	0	1	0	0	0	0	1	0	0 1	6
PRO AIR SERVICES	3	0	0	0	0	3	0	0	0	0	0 0	6
REGENT AIR CORPORATION	0	0	0	0	8	0	0	0	1	0	0 0	9
REPUBLIC AIRLINES	8	3	0	3	2	4	2	1	0	0	0 0	23
SOUTHWEST AIRLINES	4	1	1	1	0	0	1	0	0	0	0 0	8
SUNWORLD INTERNATIONAL AIRWAYS	2	3	0	0	0	0	0	0	0	0	0 0	5
TRANS WORLD AIRLINES	18	4	3	2	5	9	6	1	1	1	0 7	57
UNITED AIRLINES	39	4	10	5	9	14	18	7	0	1	0 4	111
USAIR	6	5	4	2	2	3	3	0	0	0	0 2	27
WESTERN AIR LINES	5	3	0	1	3	1	1	0	0	0	0 1	15
WORLD AIRWAYS	5	0	0	0	2	2	0	0	0	0	0 1	10
OTHER U.S. AIRLINES	26	6	2	2	15	13	3	0	0	0	0 5	72
MAY 1986	271	70	46	44	111	117	66	22	7	3	C 33	750
PERCENT OF TOTAL COMPLAINTS	34.3	8.8	5.8	5.5	14.0	14.8	8.3	2.7	.8	.3	.C 4.1	100.0
MAY 1985	208	79	38	42	78	160	33	22	12	2	4 17	655
PERCENT OF TOTAL COMPLAINTS	29.9	11.3	5.4	6.0	11.2	23.0	4.7	3.1	1.7	.2	.5 2.4	100.0

 * SCHEDULED SERVICE *

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

 * PAGE 2 *

MAY 1986				MAY 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	1	4.11	.24	2	3.99	.50	
ALASKA AIRLINES	0	3.02	.00	0	1.51	.00	
ALOHA AIRLINES	0	2.63	.00	0	2.24	.00	
AMERICA WEST AIRLINES	10	6.13	1.63	11	3.95	2.79	
AMERICAN AIRLINES	49	40.25	1.22	41	35.79	1.15	
ARROW AIR	5	.00*	.00	9	.21	42.86	
BRANIFF INC.	3	2.42	1.24	5	1.99	2.51	
CONTINENTAL AIRLINES	50	16.25	3.08	54	13.32	4.05	
DELTA AIR LINES	17	38.96	.44	37	39.63	.93	
EASTERN AIR LINES	97	38.09	2.55	36	39.07	.92	
FRONTIER AIRLINES	13	7.54	1.72	3	6.87	.44	
HAWAIIAN AIRLINES	10	3.68	2.72	4	3.33	1.20	
JET AMERICA AIRLINES	2	.79	2.53	3	.53	5.66	
MIDWAY AIRLINES	2	2.31	.87	12	1.26	9.52	
NEW YORK AIR	15	4.20	3.57	8	2.75	2.91	
NORTHWEST AIRLINES	16	14.41	1.11	24	13.61	1.76	
ORION AIR LINES	7	5.56	1.26	3	5.31	.57	
PACIFIC SOUTHWEST AIRLINES	9	9.33	.97	11	7.61	1.45	
PAN AMERICAN WORLD AIRWAYS	32	10.30	3.11	57	5.17	11.03	
PEOPLE EXPRESS AIRLINES	69	12.85	5.37	51	13.04	3.91	
PIEDMONT AVIATION	18	18.47	.98	11	15.12	.73	
REPUBLIC AIRLINES	23	17.11	1.34	26	14.34	1.81	
SOUTHWEST AIRLINES	8	11.37	.70	1	11.92	.08	
TRANS WORLD AIRLINES	57	13.92	4.10	38	18.71	2.03	
TRANSAMERICA AIRLINES	0	.53	.00	0	.97	.00	
TRANSTAR	2	1.88	1.06	1	1.86	.54	
UNITED AIRLINES	111	42.10	2.64	114	41.95	2.72	
USAIR	27	18.11	1.49	18	16.84	1.07	
WESTERN AIR LINES	15	11.16	1.34	16	10.22	1.57	
WORLD AIRWAYS	10	.00*	.00	11	1.45	7.59	
TOTAL MAJORS/NATIONALS	678	357.60	1.90	607	334.70	1.81	
AVERAGES (BASED ON 30 AIRLINES)	22.60	11.92	1.90	20.23	11.16	1.81	

* PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

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

 * PAGE 3 *

MAY 1986				MAY 1985			
U.S. AIRLINES (MAJORS/NATIONALS RANKING	TOTAL PASSENGERS FLOWN COMPLAINTS PER RANK COMPLAINTS (100,000) 100,000 PASSENGERS			TOTAL PASSENGERS FLOWN COMPLAINTS PER RANK COMPLAINTS (100,000) 100,000 PASSENGERS			
WORLD AIRWAYS	*	10	.00	.00	4	11	1.45 7.59
PEOPLE EXPRESS AIRLINES	1	69	12.85	5.37	7	51	13.04 3.91
TRANS WORLD AIRLINES	2	57	13.92	4.10	12	38	18.71 2.03
NEW YORK AIR	3	15	4.20	3.57	8	8	2.75 2.91
PAN AMERICAN WORLD AIRWAYS	4	32	10.30	3.11	2	57	5.17 11.03
CONTINENTAL AIRLINES	5	50	16.25	3.08	6	54	13.32 4.05
HAWAIIAN AIRLINES	6	10	3.68	2.72	17	4	3.33 1.20
UNITED AIRLINES	7	111	42.10	2.64	10	114	41.95 2.72
EASTERN AIR LINES	8	97	38.09	2.55	21	36	39.07 .92
JET AMERICA AIRLINES	9	2	.79	2.53	5	3	.53 5.66
FRONTIER AIRLINES	10	13	7.54	1.72	26	3	6.87 .44
AMERICA WEST AIRLINES	11	10	6.13	1.63	9	11	3.95 2.79
USAIR	12	27	18.11	1.49	19	18	16.84 1.07
REPUBLIC AIRLINES	13	23	17.11	1.34	13	26	14.34 1.81
WESTERN AIR LINES	14	15	11.16	1.34	15	16	10.22 1.57
ORION AIR LINES	15	7	5.56	1.26	23	3	5.31 .57
BRANIFF INC.	16	3	2.42	1.24	11	5	1.99 2.51
AMERICAN AIRLINES	17	49	40.25	1.22	18	41	35.79 1.15
NORTHWEST AIRLINES	18	16	14.41	1.11	14	24	13.61 1.76
TRANSTAR	19	2	1.88	1.06	24	1	1.86 .54
PIEDMONT AVIATION	20	18	18.47	.98	22	11	15.12 .73
PACIFIC SOUTHWEST AIRLINES	21	9	9.33	.97	16	11	7.61 1.45
MIDWAY AIRLINES	22	2	2.31	.87	3	12	1.26 9.52
SOUTHWEST AIRLINES	23	8	11.37	.70	27	1	11.92 .08
DELTA AIR LINES	24	17	38.96	.44	20	37	39.63 .93
AIR CALIFORNIA	25	1	4.11	.24	25	2	3.99 .50
ALASKA AIRLINES	26	0	3.02	.00	28	0	1.51 .00
ALPHA AIRLINES	27	0	2.63	.00	29	0	2.24 .00
TRANSAMERICA AIRLINES	28	0	.53	.00	30	0	.97 .00

* RANKING NOT APPLICABLE, PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

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

 * PAGE 4 *

	RESERVATIONS=====												
	FLIGHT	OVER-	TICKETING				CUSTOMER		ADVER-				
FOREIGN AIRLINES	PROBLEMS	SALES	BOARDING	FARES	REFUNDS	BAGGAGE	SERVICE	SMOKING	TISING	CREDIT	TOURS	OTHER	TOTAL
AEROMEXICO	2	3	1	0	2	2	0	0	0	0	0	0	10
MEXICANA	2	1	0	0	1	5	0	1	0	0	0	0	10
OTHER FOREIGN AIRLINES	5	5	1	0	14	23	0	1	0	0	0	1	50
MAY 1986	9	9	2	0	17	30	0	2	0	0	0	1	70
PERCENT OF TOTAL COMPLAINTS	12.8	12.8	2.8	.0	24.2	42.8	.0	2.8	.0	.0	.0	1.4	100.0
MAY 1985	9	7	4	4	4	39	0	0	1	0	0	2	70
PERCENT OF TOTAL COMPLAINTS	12.8	10.0	5.7	5.7	5.7	55.7	.0	.0	1.4	.0	.0	2.8	100.0

 * CHARTER SERVICE *

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

 * PAGE 5 *

	=====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	1	0	1	0	8	2	2	0	0	0	5	0	19
MAY 1986	1	0	1	0	8	2	2	0	0	0	5	0	19
PERCENT OF TOTAL COMPLAINTS	5.2	.0	5.2	.0	42.1	10.5	10.5	.0	.0	.0	26.3	.0	100.0
MAY 1985	2	0	1	0	2	0	0	0	0	0	17	0	22
PERCENT OF TOTAL COMPLAINTS	9.0	.0	4.5	.0	9.0	.0	.0	.0	.0	.0	77.2	.0	100.0

 * MISCELLANEOUS SERVICE *

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

 * PAGE 6 *

OTHER COMPANIES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
C A R G O													
OTHER CARGO CARRIERS & FORWARDERS	0	0	0	0	0	1	0	0	0	0	0	7	8
OTHER C A R G O	0	0	0	0	0	0	0	0	0	0	0	3	3
MAY 1986	0	0	0	0	0	1	0	0	0	0	0	10	11
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	9.0	.0	.0	.0	.0	.0	90.9	100.0
MAY 1985	0	0	0	0	0	4	0	0	0	0	0	1	5
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	80.0	.0	.0	.0	.0	.0	20.0	100.0
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	3	0	0	0	0	0	0	0	4
MAY 1986	0	0	1	0	3	0	0	0	0	0	0	0	4
PERCENT OF TOTAL COMPLAINTS	.0	.0	25.0	.0	75.0	.0	.0	.0	.0	.0	.0	.0	100.0
MAY 1985	1	0	1	1	1	0	0	0	0	0	0	0	4
PERCENT OF TOTAL COMPLAINTS	25.0	.0	25.0	25.0	25.0	.0	.0	.0	.0	.0	.0	.0	100.0
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	1	1	0	0	0	0	0	4	6
MAY 1986	0	0	0	0	1	1	0	0	0	0	0	4	6
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	16.6	16.6	.0	.0	.0	.0	.0	66.6	100.0
MAY 1985	2	0	0	0	3	0	0	0	1	0	4	6	10
PERCENT OF TOTAL COMPLAINTS	20.0	.0	.0	.0	30.0	.0	.0	.0	10.0	.0	40.0	.0	100.0
MISCELLANEOUS COMPANIES													
TRANS OCEAN TRAVEL & LEISURE	1	0	0	0	3	0	0	0	0	0	2	0	6
OTHER MISCELLANEOUS COMPANIES	1	1	2	3	3	7	1	2	1	0	1	20	42
MAY 1986	2	1	2	3	6	7	1	2	1	0	3	20	48
PERCENT OF TOTAL COMPLAINTS	4.1	2.0	4.1	6.2	12.5	14.5	2.0	4.1	2.0	.0	6.2	41.6	100.0
MAY 1985	10	1	2	4	23	10	1	0	3	0	4	7	65
PERCENT OF TOTAL COMPLAINTS	15.3	1.5	3.0	6.1	35.3	15.3	1.5	.0	4.6	.0	6.1	10.7	100.0

 * ALL SERVICES *

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

 * PAGE 7 *

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								

MAY 1986	790	6	796	14	0	6	64	757
MAY 1985	695	1	696	12	0	8	51	719
FOREIGN AIRLINES								

MAY 1986	70	3	73	0	0	1	11	81
MAY 1985	70	0	70	1	0	1	5	69
C A R G O								

MAY 1986	11	0	11	0	0	0	2	13
MAY 1985	5	0	5	0	0	0	0	5
TRAVEL AGENTS								

MAY 1986	4	1	5	0	0	1	2	8
MAY 1985	4	2	6	0	0	0	0	6
TOUR OPERATORS								

MAY 1986	6	9	15	0	0	5	4	24
MAY 1985	10	19	29	0	0	3	7	35
MISCELLANEOUS COMPANIES								

MAY 1986	48	0	48	15	0	5	101	166
MAY 1985	65	0	65	4	0	9	60	136
INDUSTRY TOTAL								

MAY 1986	929	19	948	29	0	18	184	1049
MAY 1985	849	22	871	17	0	21	123	970

 * ALL SERVICES *

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

 * PAGE 8 *

COMPLAINT RANKING BY COMPLAINT CATEGORY		MAY 1986		MAY 1985	
	RANKING	TOTAL COMPLAINTS	RANKING	TOTAL COMPLAINTS	
FLIGHT PROBLEMS...	1	283	1	232	
PAGGAGE.....	2	158	2	213	
REFUNDS.....	3	146	3	111	
OVERSALES.....	4	80	4	87	
CUSTOMER SERVICE..	5	69	7	34	
OTHEP.....	6	68	9	27	
TICKETING/BOARDING	7	52	6	46	
FARES.....	8	47	5	51	
SPOKING.....	9	26	10	22	
TOURS.....	10	8	8	29	
ADVERTISING.....	11	8	11	17	
CREDIT.....	12	3	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 May report, the number of passengers flown are from March 1986.

