

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

* SCHEDULED SERVICE *

* PAGE 1 *

U.S. AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	
AMERICA WEST AIRLINES	2	0	0	0	0	2	0	1	0	0	0	0	5
AMERICAN AIRLINES	14	2	4	2	4	7	4	4	0	0	0	2	43
CONTINENTAL AIRLINES	7	2	4	5	19	11	7	0	4	0	0	3	62
DELTA AIR LINES	2	0	3	0	0	4	0	0	0	0	0	0	9
EASTERN AIR LINES	23	1	2	3	5	13	4	2	1	0	0	1	55
FLORIDA EXPRESS	3	0	1	0	1	1	0	0	0	0	0	0	6
NEW YORK AIR	2	3	0	0	0	6	0	0	0	0	0	1	12
NORTHWEST AIRLINES	26	7	10	0	4	10	7	2	0	0	0	4	70
OTHER US COMMUTERS & AIR TAXIS	2	0	0	0	1	1	0	0	1	0	0	0	5
PAN AMERICAN WORLD AIRWAYS	9	6	7	1	3	12	3	1	0	0	0	1	43
PEOPLE EXPRESS AIRLINES	8	4	6	2	9	11	0	0	0	0	0	0	40
PIEDMONT AIRLINES	5	2	0	3	1	3	1	0	1	0	0	0	16
PRESIDENTIAL AIRWAYS	2	2	1	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRLINES	0	1	0	0	2	3	0	0	0	0	0	0	6
TRANS WORLD AIRLINES	20	6	2	4	2	21	6	1	1	0	1	1	65
TRANSTAR	1	1	0	0	0	2	0	1	0	0	0	0	5
UNITED AIRLINES	29	3	9	7	9	20	4	8	0	1	0	1	91
USAIR	12	1	3	3	1	2	2	2	0	0	0	1	27
WESTERN AIR LINES	0	1	1	1	3	2	1	0	0	0	0	0	9
WORLD AIRWAYS	1	6	2	1	6	1	0	0	0	0	0	0	17
OTHER U.S. AIRLINES	11	5	4	0	6	12	0	1	0	0	0	0	39
NOVEMBER 1986	179	53	59	32	76	144	39	23	8	1	1	15	630
PERCENT OF TOTAL COMPLAINTS	28.4	8.4	9.3	5.0	12.0	22.8	6.1	3.6	1.2	.1	.1	2.3	100.0
NOVEMBER 1985	198	51	55	53	115	170	39	22	9	5	3	25	745
PERCENT OF TOTAL COMPLAINTS	26.5	6.8	7.3	7.1	15.4	22.8	5.2	2.9	1.2	.6	.4	3.3	100.0

 * SCHEDULED SERVICE *

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

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=====NOVEMBER 1986=====				=====NOVEMBER 1985=====			
U.S. AIRLINES (MAJORS/NATIONALS) ALPHABETICAL	TOTAL PASSENGERS FLOWN COMPLAINTS PER			TOTAL PASSENGERS FLOWN COMPLAINTS PER			
	COMPLAINTS	(100,000)	100,000 PASSENGERS	COMPLAINTS	(100,000)	100,000 PASSENGERS	
AIR CALIFORNIA	1	4.16	.24	3	3.41	.88	
ALASKA AIRLINES	0	2.79	.00	1	3.02	.33	
ALPHA AIRLINES	0	1.91	.00	0	1.76	.00	
AMERICA WEST AIRLINES	5	5.85	.86	9	3.96	2.27	
AMERICAN AIRLINES	43	35.42	1.21	54	28.94	1.87	
BRANIFF INC.	1	1.88	.53	3	1.88	1.60	
CONTINENTAL AIRLINES	62	16.09	3.85	53	12.88	4.12	
DELTA AIR LINES	9	30.76	.29	20	27.02	.74	
EASTERN AIR LINES	55	32.02	1.72	76	29.60	2.57	
HAWAIIAN AIRLINES	3	3.24	.93	6	2.72	2.21	
JET AMERICA AIRLINES	1	.74	1.35	2	.62	3.23	
MIDWAY AIRLINES	1	2.24	.45	3	1.77	1.70	
NEW YORK AIR	12	3.96	3.03	17	2.72	6.25	
NORTHWEST AIRLINES	70	12.76	5.49	13	11.33	1.15	
OWARK AIR LINES	1	3.80	.26	4	3.70	1.08	
PACIFIC SOUTHWEST AIRLINES	4	8.79	.46	6	7.29	.82	
PAN AMERICAN WORLD AIRWAYS	43	10.50	4.10	51	11.65	4.38	
PEOPLE EXPRESS AIRLINES	40	8.19	4.88	66	11.26	5.86	
PIEDMONT AIRLINES	16	17.96	.89	10	13.27	.75	
REPUBLIC AIRLINES	6	15.17	.40	24	13.92	1.72	
SOUTHWEST AIRLINES	2	10.29	.19	7	9.98	.70	
TRANS WORLD AIRLINES	65	15.70	4.14	68	16.67	4.08	
TRANSTAR	5	1.69	2.96	3	1.47	2.04	
UNITED AIRLINES	91	42.70	2.13	75	30.63	2.45	
USAIR	27	18.17	1.49	30	14.63	2.05	
WESTERN AIR LINES	9	9.60	.94	21	9.15	2.30	
WORLD AIRWAYS	17	.00	.00*	11	1.25	8.80	
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TOTAL MAJORS/NATIONALS	589	316.51	1.86	636	276.65	2.30	
AVERAGES (BASED ON 27 AIRLINES)	21.82	11.72	1.86	23.56	10.25	2.30	

* PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

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 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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=====NOVEMBER 1986=====				=====NOVEMBER 1985=====			
U.S. AIRLINES (MAJORS/NATIONALS)		TOTAL PASSENGERS FLOWN COMPLAINTS PER		TOTAL PASSENGERS FLOWN COMPLAINTS PER		TOTAL PASSENGERS FLOWN COMPLAINTS PER	
R A N K	I N G	RANK	COMPLAINTS (100,000)	100,000 PASSENGERS	RANK	COMPLAINTS (100,000)	100,000 PASSENGERS

WORLD AIRWAYS	*	17	.00	.00	1	11	1.25 8.80
NORTHWEST AIRLINES	1	70	12.76	5.49	19	13	11.33 1.15
PEOPLE EXPRESS AIRLINES	2	40	8.19	4.88	3	66	11.26 5.86
TRANS WORLD AIRLINES	3	65	15.70	4.14	6	68	16.67 4.08
PAN AMERICAN WORLD AIRWAYS	4	43	10.50	4.10	4	51	11.65 4.38
CONTINENTAL AIRLINES	5	62	16.09	3.85	5	53	12.88 4.12
NEW YORK AIR	6	12	3.96	3.03	2	17	2.72 6.25
TRANSTAR	7	5	1.69	2.96	14	3	1.47 2.04
UNITED AIRLINES	8	91	42.70	2.13	9	75	30.63 2.45
EASTERN AIR LINES	9	55	32.02	1.72	8	76	29.60 2.57
USAIR	10	27	18.17	1.49	13	30	14.63 2.05
JET AMERICA AIRLINES	11	1	.74	1.35	7	2	.62 3.73
AMERICAN AIRLINES	12	43	35.42	1.21	15	54	28.94 1.87
WESTERN AIR LINES	13	9	9.60	.94	10	21	9.15 2.30
HAWAIIAN AIRLINES	14	3	3.24	.93	12	6	2.72 2.21
PIEDMONT AIRLINES	15	16	17.96	.89	23	10	13.27 .75
AMERICA WEST AIRLINES	16	5	5.85	.86	11	9	3.96 2.27
BRANIFF INC.	17	1	1.88	.53	18	3	1.88 1.60
PACIFIC SOUTHWEST AIRLINES	18	4	8.79	.46	22	6	7.29 .82
MIDWAY AIRLINES	19	1	2.24	.45	17	3	1.77 1.70
REPUBLIC AIRLINES	20	6	15.17	.40	16	24	13.92 1.72
DELTA AIR LINES	21	9	30.76	.29	24	20	27.02 .74
ORION AIR LINES	22	1	3.80	.26	20	4	3.70 1.08
AIR CALIFORNIA	23	1	4.16	.24	21	3	3.41 .88
SOUTHWEST AIRLINES	24	2	10.29	.19	25	7	9.98 .70
ALASKA AIRLINES	25	0	2.79	.00	26	1	3.02 .33
ALPHA AIRLINES	26	0	1.91	.00	27	0	1.76 .00

* RANKING NOT APPLICABLE, PASSENGERS FLOWN NOT REPORTED

 * SCHEDULED SERVICE *

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 * PAGE 4 *

	RESERVATIONS												
FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	TOTAL
AEROMEXICO	5	0	0	0	2	1	2	0	0	0	0	0	10
MEXICANA	4	0	1	0	0	2	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	4	7	4	2	7	15	2	0	1	0	0	5	47
NOVEMBER 1986	13	7	5	2	9	18	4	0	1	0	0	5	64
PERCENT OF TOTAL COMPLAINTS	20.3	10.9	7.8	3.1	14.0	28.1	6.2	.0	1.5	.0	.0	7.8	100.0
NOVEMBER 1985	10	7	7	7	7	22	1	0	0	0	0	3	64
PERCENT OF TOTAL COMPLAINTS	15.6	10.9	10.9	10.9	10.9	34.3	1.5	.0	.0	.0	.0	4.6	100.0

 * CHARTER SERVICE *

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

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	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	0	0	1	2	0	0	0	0	3	0	7
NOVEMBER 1986	1	0	0	0	1	2	0	0	0	0	3	0	7
PERCENT OF TOTAL COMPLAINTS	14.2	.0	.0	.0	14.2	28.5	.0	.0	.0	.0	42.8	.0	100.0
NOVEMBER 1985	7	1	2	0	3	7	0	0	0	0	18	2	40
PERCENT OF TOTAL COMPLAINTS	17.5	2.5	5.0	.0	7.5	17.5	.0	.0	.0	.0	45.0	5.0	100.0

 * MISCELLANEOUS SERVICE *

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

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RESERVATIONS=====												
OTHER COMPANIES	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	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	2	3
NOVEMBER 1986	0	0	0	0	0	1	0	0	0	0	2	3
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	33.3	.0	.0	.0	.0	66.6	100.0
NOVEMBER 1985	0	0	0	0	0	3	0	0	0	0	4	7
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	42.8	.0	.0	.0	.0	57.1	100.0
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	2	0	3	0	4	0	0	0	0	0	0	9
OTHER TRAVEL AGENTS	0	0	1	1	1	0	0	0	1	0	1	5
NOVEMBER 1986	2	0	4	1	5	0	0	0	1	0	1	14
PERCENT OF TOTAL COMPLAINTS	14.2	.0	28.5	7.1	35.7	.0	.0	.0	7.1	.0	.0	100.0
NOVEMBER 1985	1	0	2	1	4	0	0	0	0	0	0	8
PERCENT OF TOTAL COMPLAINTS	12.5	.0	25.0	12.5	50.0	.0	.0	.0	.0	.0	.0	100.0
TOUR OPERATORS												
OTHER TOUR OPERATORS	0	0	0	1	1	0	0	0	0	0	2	4
NOVEMBER 1986	0	0	0	1	1	0	0	0	0	0	2	4
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	25.0	25.0	.0	.0	.0	.0	.0	50.0	100.0
NOVEMBER 1985	0	0	1	0	1	0	0	0	0	0	3	6
PERCENT OF TOTAL COMPLAINTS	.0	.0	16.6	.0	16.6	.0	.0	.0	.0	.0	50.0	100.0
MISCELLANEOUS COMPANIES												
FRONTIER AIRLINES	0	0	2	0	18	0	0	0	0	0	0	20
OTHER MISCELLANEOUS COMPANIES	2	2	1	0	6	8	0	1	1	0	1	30
NOVEMBER 1986	2	2	3	0	24	8	0	1	1	0	1	50
PERCENT OF TOTAL COMPLAINTS	4.0	4.0	6.0	.0	48.0	16.0	.0	2.0	2.0	.0	2.0	100.0
NOVEMBER 1985	10	1	4	7	12	8	2	2	1	0	5	80
PERCENT OF TOTAL COMPLAINTS	12.5	1.2	5.0	8.7	15.0	10.0	2.5	2.5	1.2	.0	6.2	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	TOTAL
	SCHEDULED	CHARTER	TOTAL	OPINIONS	COMPLIMENTS	COMPLAINT-RECORD	OTHER	INFO REQUESTS	CASES
=====									
U.S. AIRLINES									
NOVEMBER 1986	630	2	632	94	0	5	24	755	681
NOVEMBER 1985	745	14	759	9	2	5	148	923	863
FOREIGN AIRLINES									
NOVEMBER 1986	64	2	66	7	0	5	3	81	72
NOVEMBER 1985	64	4	68	0	1	0	9	78	74
C A R G O									
NOVEMBER 1986	3	0	3	0	0	0	0	3	3
NOVEMBER 1985	7	0	7	0	0	0	3	10	10
TRAVEL AGENTS									
NOVEMBER 1986	14	0	14	1	0	0	2	17	16
NOVEMBER 1985	8	1	9	0	0	0	1	10	9
TOUR OPERATORS									
NOVEMBER 1986	4	3	7	1	0	1	2	11	11
NOVEMBER 1985	6	21	27	0	1	0	3	31	28
MISCELLANEOUS COMPANIES									
NOVEMBER 1986	50	0	50	84	0	1	102	237	233
NOVEMBER 1985	80	0	80	15	2	3	89	189	187
INDUSTRY TOTAL									
NOVEMBER 1986	765	7	772	187	0	12	133	1104	1016
NOVEMBER 1985	910	40	950	24	6	8	253	1241	1171

 * ALL SERVICES *

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=====NOVEMBER 1986=====			=====NOVEMBER 1985=====		
COMPLAINT RANKING BY COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS	RANKING	TOTAL COMPLAINTS	
FLIGHT PROBLEMS...	1	197	1	226	
HAGGAGE.....	2	173	2	210	
REFUNDS.....	3	116	3	142	
TICKETING/BOARDING	4	71	4	71	
OVERSALES.....	5	62	7	60	
CUSTOMER SERVICE..	6	43	8	42	
FAKES.....	7	36	5	68	
OTHER.....	8	31	6	63	
SMOKING.....	9	24	10	24	
ADVERTISING.....	10	11	11	10	
TOURS.....	11	7	9	29	
CREDIT.....	12	1	12	5	

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 November report, the number of passengers flown is from September 1986.