
 * SCHEDULED SERVICE *

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

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U.S. AIRLINES	PRESERVATIONS-----												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	
AMERICAN AIRLINES	12	4	2	3	4	15	4	2	1	0	0	2	49
CONTINENTAL AIRLINES	10	8	3	6	16	12	6	2	0	0	0	0	63
DELTA AIR LINES	8	1	2	2	7	3	1	2	0	0	0	0	26
EASTERN AIR LINES	35	1	5	4	9	20	3	0	1	0	1	4	83
HAWAIIAN AIRLINES	7	3	0	0	1	3	1	0	0	0	0	1	16
MIDWAY AIRLINES	2	0	0	1	0	1	1	0	0	1	0	0	6
NEW YORK AIR	3	3	2	0	1	3	0	0	0	1	0	1	14
NORTHWEST AIRLINES	25	6	4	4	7	11	3	5	0	2	0	2	79
OTHER US COMMUTERS & AIR TAXIS	2	1	0	0	0	1	0	0	0	0	0	1	5
PACIFIC SOUTHWEST AIRLINES	0	1	0	1	0	4	0	1	1	0	0	0	8
PAN AMERICAN WORLD AIRWAYS	12	3	5	1	4	16	3	5	2	2	0	5	58
PEOPLE EXPRESS AIRLINES	14	6	5	14	14	18	3	0	1	0	0	0	75
PIEDMONT AIRLINES	2	1	1	0	0	2	0	1	1	0	0	0	8
PRESIDENTIAL AIRWAYS	4	2	1	0	0	2	0	0	1	0	0	0	10
REPUBLIC AIRLINES	10	2	4	2	5	3	3	3	0	0	0	0	32
SOUTHWEST AIRLINES	2	1	0	0	0	2	1	0	1	0	0	1	8
TRANS WORLD AIRLINES	21	8	4	3	5	6	6	2	2	2	0	5	64
UNITED AIRLINES	41	11	16	5	8	22	7	11	1	2	0	8	132
USAIR	7	2	2	2	3	2	1	2	0	0	0	1	22
WESTERN AIR LINES	2	1	2	2	4	4	1	0	0	0	0	2	18
WORLD AIRWAYS	3	3	4	0	5	2	0	0	0	0	0	1	18
OTHER U.S. AIRLINES	23	9	1	2	12	20	1	1	0	0	0	4	73
OCTOBER 1986	255	77	63	52	105	172	45	37	12	10	1	38	867
PERCENT OF TOTAL COMPLAINTS	29.4	8.8	7.2	5.9	12.1	19.8	5.1	4.2	1.3	1.1	.1	4.3	100.0
OCTOBER 1985	207	49	42	44	74	178	26	13	5	4	0	27	674
PERCENT OF TOTAL COMPLAINTS	30.7	7.2	6.2	6.5	10.9	26.4	3.8	1.9	.7	.5	.0	4.0	100.0

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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) A L P H A B E T I C A L	OCTOBER 1986			OCTOBER 1985		
	TOTAL PASSENGERS FLOWN	COMPLAINTS PER 100,000	100,000 PASSENGERS	TOTAL PASSENGERS FLOWN	COMPLAINTS PER 100,000	100,000 PASSENGERS
AIR CALIFORNIA	4	4.85	.82	5	4.27	1.17
ALASKA AIRLINES	1	3.92	.26	4	3.40	1.18
ALOHA AIRLINES	2	2.64	.70	0	2.42	.00
AMERICA WEST AIRLINES	1	6.53	.15	7	5.06	1.38
AMERICAN AIRLINES	49	43.19	1.14	37	38.31	.97
BRANIFF INC.	2	2.60	.77	6	2.59	2.32
CONTINENTAL AIRLINES	63	20.73	3.04	45	16.66	2.70
DELTA AIRLINES	26	37.33	.70	16	34.48	.46
EASTERN AIRLINES	83	40.74	2.04	60	38.11	1.57
HAWAIIAN AIRLINES	16	4.74	3.38	7	3.98	1.76
JET AMERICA AIRLINES	4	.91	4.40	2	.85	2.35
MIDWAY AIRLINES	6	2.43	2.42	6	1.94	3.09
NEW YORK AIR	14	4.56	3.07	11	3.10	3.55
NORTHWEST AIRLINES	79	16.66	4.74	15	14.68	1.02
OZARK AIRLINES	4	4.95	.81	3	4.81	.62
PACIFIC SOUTHWEST AIRLINES	8	10.87	.74	4	8.40	.48
PAN AMERICAN WORLD AIRWAYS	58	13.65	4.25	52	14.07	3.70
PEOPLE EXPRESS AIRLINES	75	15.40	4.87	74	15.93	4.65
PIEDMONT AIRLINES	8	21.26	.38	6	16.28	.37
REPUBLIC AIRLINES	32	18.77	1.70	30	16.52	1.82
SOUTHWEST AIRLINES	8	12.55	.64	8	12.27	.65
TRANS WORLD AIRLINES	64	20.71	3.06	73	21.16	3.45
TRANSTAR	3	1.97	1.52	3	1.89	1.59
UNITED AIRLINES	132	51.71	2.55	74	39.31	1.88
USAIR	22	21.01	1.05	21	18.06	1.16
WESTERN AIRLINES	18	12.86	1.40	11	11.78	.93
WORLD AIRWAYS	18	2.05	8.74	12	1.95	6.15
TOTAL MAJORS/NATIONALS	800	400.21	2.00	592	352.40	1.68
AVERAGES (BASED ON 27 AIRLINES)	29.63	14.82	2.00	21.93	13.05	1.68

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 COMPLAINTS PER 100,000 PASSENGERS (SEE FOOTNOTE B)

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OCTOBER 1986					OCTOBER 1985				
TOTAL PASSENGERS FLOWN COMPLAINTS PER					TOTAL PASSENGERS FLOWN COMPLAINTS PER				
U.S. AIRLINES (MAJORS/NATIONALS)	RANK	COMPLAINTS	(100,000)	100,000 PASSENGERS	RANK	COMPLAINTS	(100,000)	100,000 PASSENGERS	
R A N K I N G									
WORLD AIRWAYS	1	18	2.06	8.74	1	12	1.95	6.15	
PEOPLE EXPRESS AIRLINES	2	75	15.43	4.87	2	74	15.93	4.65	
NORTHWEST AIRLINES	3	79	16.66	4.74	19	15	14.68	1.02	
JET AMERICA AIRLINES	4	4	.91	4.40	8	2	.85	2.35	
PAN AMERICAN WORLD AIRWAYS	5	58	13.65	4.25	3	52	14.07	3.70	
HAWAIIAN AIRLINES	6	16	4.74	3.38	12	7	3.98	1.76	
NEW YORK AIR	7	14	4.55	3.07	4	11	3.10	3.55	
TRANS WORLD AIRLINES	8	64	20.91	3.06	5	73	21.16	3.45	
CONTINENTAL AIRLINES	9	63	20.73	3.04	7	45	16.66	2.70	
UNITED AIRLINES	10	132	51.71	2.55	10	74	39.31	1.88	
MIDWAY AIRLINES	11	6	2.43	2.42	6	6	1.94	3.09	
EASTERN AIR LINES	12	83	40.74	2.04	14	60	38.11	1.57	
REPUBLIC AIRLINES	13	32	18.73	1.70	11	30	16.52	1.82	
TRANSTAR	14	3	1.97	1.52	13	3	1.89	1.59	
WESTERN AIR LINES	15	18	12.66	1.40	21	11	11.78	.93	
AMERICAN AIRLINES	16	49	43.13	1.14	20	37	38.31	.97	
USAIR	17	22	21.01	1.05	18	21	18.06	1.16	
AIR CALIFORNIA	18	4	4.85	.82	17	5	4.27	1.17	
OZARK AIR LINES	19	4	4.95	.81	23	3	4.81	.62	
BRANIFF INC.	20	2	2.63	.77	9	6	2.59	2.32	
PACIFIC SOUTHWEST AIRLINES	21	8	10.87	.74	24	4	8.40	.48	
DELTA AIR LINES	22	26	37.33	.70	25	16	34.48	.46	
ALOMA AIRLINES	23	2	2.84	.70	27	0	2.42	.00	
SOUTHWEST AIRLINES	24	8	12.56	.64	22	8	12.27	.65	
PIEDMONT AIRLINES	25	8	21.25	.38	26	6	16.28	.37	
ALASKA AIRLINES	26	1	3.92	.26	16	4	3.40	1.18	
AMERICA WEST AIRLINES	27	1	6.53	.15	15	7	5.06	1.38	

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DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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 * PAGE 4 *

FOREIGN AIRLINES	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	
IBERIA AIRLINES	0	1	0	0	1	4	0	0	C	0	0	0	6
OTHER FOREIGN AIRLINES	8	7	2	3	7	17	2	3	C	0	0	1	50
OCTOBER 1986	8	8	2	3	8	21	2	3	C	0	0	1	56
PERCENT OF TOTAL COMPLAINTS	14.2	14.2	3.5	5.3	14.2	37.5	3.5	5.3	.0	.0	.0	1.7	100.0
OCTOBER 1985	13	4	7	2	12	36	6	0	2	0	0	4	86
PERCENT OF TOTAL COMPLAINTS	15.1	4.6	8.1	2.3	13.9	41.8	6.9	.0	2.3	.0	.0	4.6	100.0

 * CHARTER SERVICE *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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C H A R T E R S	FLIGHT OVER-		RESERVATIONS		TICKETING		CUSTOMER		ADVER-		TOURS	OTHER	TOTAL
	PROBLEMS	SALES	BOARDING	FARES	REFUNDS	BAGGAGE	SERVICE	SMOKING	TISING	CREDIT			
OTHER CHARTERS	2	0	1	0	2	3	0	0	0	0	5	0	13
OCTOBER 1986	2	0	1	0	2	3	0	0	0	0	5	0	13
PERCENT OF TOTAL COMPLAINTS	15.3	.0	7.6	.0	15.3	23.0	.0	.0	.0	.0	38.4	.0	100.0
OCTOBER 1985	10	7	2	1	7	3	3	2	0	0	14	3	52
PERCENT OF TOTAL COMPLAINTS	19.2	13.4	3.8	1.9	13.4	5.7	5.7	3.8	.0	.0	26.9	5.7	100.0

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

OTHER COMPANIES	RESERVATIONS											
	FLIGHT PROBLEMS	OVER-SALES	TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER
C A R G O												TOTAL
OTHER C A R G O	0	0	0	0	0	0	0	0	0	0	0	2
OCTOBER 1986	0	0	0	0	0	0	0	0	0	0	0	2
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	100.0
OCTOBER 1985	0	0	0	0	0	1	0	0	0	0	0	1
PERCENT OF TOTAL COMPLAINTS	.0	.0	.0	.0	.0	100.0	.0	.0	.0	.0	.0	100.0
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	2	0	3	0	4	0	0	0	0	0	0	10
OTHER TRAVEL AGENTS	0	0	1	0	1	0	0	0	0	0	0	2
OCTOBER 1986	2	0	4	0	5	0	0	0	0	0	0	12
PERCENT OF TOTAL COMPLAINTS	16.6	.0	33.3	.0	41.6	.0	.0	.0	.0	.0	.0	100.0
OCTOBER 1985	0	0	2	0	3	0	0	0	0	0	0	5
PERCENT OF TOTAL COMPLAINTS	.0	.0	40.0	.0	60.0	.0	.0	.0	.0	.0	.0	100.0
TOUR OPERATORS												
CAMEFREC/DAVID	2	0	1	0	2	0	0	0	0	0	0	5
OTHER TOUR OPERATORS	0	0	2	0	2	0	0	0	0	0	1	6
OCTOBER 1986	2	0	3	0	4	0	0	0	0	0	1	11
PERCENT OF TOTAL COMPLAINTS	16.1	.0	27.2	.0	36.3	.0	.0	.0	.0	.0	9.0	100.0
OCTOBER 1985	0	0	1	0	3	0	0	0	0	0	2	6
PERCENT OF TOTAL COMPLAINTS	.0	.0	16.6	.0	50.0	.0	.0	.0	.0	.0	33.3	100.0
MISCELLANEOUS COMPANIES												
FRONTIER AIRLINES	0	1	0	0	23	4	0	0	0	0	0	28
OTHER MISCELLANEOUS COMPANIES	10	1	1	2	8	6	0	1	1	0	4	46
OCTOBER 1986	10	2	1	2	31	10	0	1	1	0	4	74
PERCENT OF TOTAL COMPLAINTS	13.5	2.7	1.3	2.7	41.6	13.5	.0	1.3	1.3	.0	5.4	100.0
OCTOBER 1985	6	4	6	3	20	9	0	1	1	0	5	93
PERCENT OF TOTAL COMPLAINTS	6.4	4.3	6.4	3.2	21.5	9.6	.0	1.0	1.0	.0	5.3	100.0

 * ALL SERVICES *

DEPARTMENT OF TRANSPORTATION CONSUMER COMPLAINT REPORT
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INDUSTRY GROUPS	COMPLAINTS				REQUEST FOR INFORMATION		COMPLAINTS PLUS INFO REQUESTS	TOTAL CASES
	SCHEDULED CHARTER	TOTAL	OPINIONS	COMPLIMENTS	COMPLAINT-RECORD	OTHER		
U.S. AIRLINES								
OCTOBER 1986	867	4	871	85	2	6	40	879
OCTOBER 1985	674	17	691	3	1	4	61	712
FOREIGN AIRLINES								
OCTOBER 1986	56	2	58	5	0	3	2	65
OCTOBER 1985	86	7	93	1	1	1	8	96
C A R G O								
OCTOBER 1986	2	0	2	0	0	0	0	2
OCTOBER 1985	1	0	1	0	0	0	0	1
TRAVEL AGENTS								
OCTOBER 1986	12	2	14	2	0	0	3	18
OCTOBER 1985	5	5	10	0	0	0	2	11
TOUR OPERATORS								
OCTOBER 1986	11	5	16	0	0	0	2	18
OCTOBER 1985	6	23	29	0	0	2	3	32
MISCELLANEOUS COMPANIES								
OCTOBER 1986	74	0	74	171	0	3	108	347
OCTOBER 1985	93	0	93	5	1	6	110	213
INDUSTRY TOTAL								
OCTOBER 1986	1022	13	1035	263	2	12	155	1329
OCTOBER 1985	865	52	917	9	3	13	184	1065

 * ALL SERVICES *

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OCTOBER 1986			OCTOBER 1985	
COMPLAINT RANKING BY COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS	RANKING	TOTAL COMPLAINTS
FLIGHT PROBLEMS...	1	279	1	236
BAGGAGE.....	2	206	2	229
REFUNDS.....	3	155	3	127
OVERSALES.....	4	87	5	64
TICKETING/BOARDING	5	74	6	60
FARES.....	6	57	7	55
OTHER.....	7	55	4	73
CUSTOMER SERVICE..	8	47	8	35
SMOKING.....	9	41	10	16
ADVERTISING.....	10	13	11	8
TOURS.....	11	11	9	21
CREDIT.....	12	10	12	4

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 October report, the number of passengers flown is from August 1986.