

Department of Transportation
U.S. Airlines
Complaints By Category (Footnote A)
for the year 1985

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The following U.S. airlines had 10 or more informal consumer complaints filed during the year 1985.

<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
AERO VIRGIN ISLANDS	3	1	0	0	1	18	0	0	0	0	0	0	23
AIR CALIFORNIA	5	4	1	3	2	6	0	0	2	0	0	2	25
AIR MIDWEST	11	1	2	1	0	4	1	0	0	0	0	0	20
AIR WISCONSIN	7	2	0	0	0	2	1	0	0	0	0	0	12
ALASKA AIRLINES	1	4	3	0	1	5	0	0	1	0	0	1	16
AMERICA WEST AIRLINES	21	14	2	0	7	16	5	1	0	0	0	1	67
AMERICAN AIRLINES	162	37	43	39	56	123	38	15	6	2	2	25	548
AMERICAN TRANS AIR	5	0	2	0	0	28	0	1	1	0	0	0	37
ARROW AIR	24	13	0	2	13	26	5	2	0	0	3	5	93
BRANIFF, INC.	7	7	3	0	17	12	3	2	0	0	0	1	52
BRITT AIRWAYS	5	2	2	0	3	5	2	0	0	0	0	0	19
CAPITOL AIR	3	0	0	0	132	13	0	0	0	0	0	4	152
CARRIBEAN EXPRESS	4	4	1	0	5	12	0	0	0	0	0	2	28

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<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
COMAIR	5	3	0	0	0	2	1	1	0	0	0	1	13
CONTINENTAL AIRLINES	171	82	31	12	112	180	47	18	4	0	1	22	680
DELTA AIR LINES	66	26	24	42	25	34	18	9	8	0	1	11	264
EASTERN AIR LINES	197	30	35	46	78	195	43	15	6	6	1	17	669
EMPIRE AIRLINES	13	12	0	2	3	13	0	0	1	0	0	1	45
FIVE STAR AIRLINE/ INTERFACE	9	0	0	0	0	4	1	0	0	0	1	0	15
FLORIDA EXPRESS	15	4	1	1	1	4	1	2	0	0	0	0	29
FRONTIER AIRLINES	22	2	11	2	8	18	8	2	1	1	0	4	79
HAWAIIAN AIRLINES	12	7	0	0	1	32	3	0	0	0	0	1	56
HORIZON AIRLINES	6	3	0	0	1	3	1	0	0	0	0	1	15
IMPERIAL AIRLINES	3	0	0	0	1	7	2	0	0	0	0	0	13
JET AMERICA AIRLINES	7	3	0	1	2	7	0	0	0	0	0	0	20
MALL AIRWAYS	4	3	1	0	1	0	1	0	0	0	0	1	11
MIDWAY	20	6	5	3	5	14	3	1	4	1	0	1	63

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<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
MUSE AIR CORPORATION	3	4	1	0	4	7	3	0	0	0	0	2	24
NATIONAL AIRLINES	7	1	0	0	0	4	1	3	0	0	4	1	21
NEW YORK AIR	23	12	3	1	4	22	3	4	4	1	0	3	80
NORTHEASTERN INT'L AIRWAYS	28	21	1	1	272	17	4	0	0	0	0	2	346
NORTHWEST AIRLINES	76	18	11	13	25	46	15	28	4	2	2	10	248
OZARK AIRLINES	10	7	3	2	2	12	4	0	1	0	0	0	41
PACIFIC SOUTHWEST AIRLINES	18	11	1	2	10	27	1	2	1	0	0	3	76
PAN AMERICAN WORLD AIRWAYS	124	94	34	23	77	187	34	37	13	6	4	31	664
PEOPLE EXPRESS AIRLINES	195	80	56	105	40	121	30	5	27	0	0	14	673
PIEDMONT AVIATION	38	10	9	10	10	24	11	7	1	0	0	3	123

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<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
PIONEER AIRLINES	2	2	0	0	2	9	0	0	0	0	0	0	15
PRIDE AIR INC.	13	0	1	0	57	0	0	0	0	0	0	1	72
PRINAIR	6	0	1	0	2	46	1	0	0	0	0	0	56
PRO AIR SERVICES	14	4	0	1	2	7	0	0	0	0	0	0	28
PROVINCETOWN BOSTON AIRLINES	3	1	2	2	5	1	0	0	0	0	0	1	15
REPUBLIC AIRLINES	68	30	18	20	25	36	13	14	2	0	0	6	232
ROCKY MOUNTAIN AIRWAYS	6	4	0	0	1	17	0	0	0	0	0	1	29
SIMMONS AIRLINES	13	3	2	0	1	7	2	0	0	0	0	4	32
SOUTH PACIFIC ISLAND AIRWAYS	14	0	0	0	9	3	0	1	0	0	0	0	27
SOUTHERN EXPRESS	10	13	0	0	5	13	1	0	0	0	0	0	42
SOUTHWEST AIRLINES	17	5	1	4	4	9	4	0	0	0	0	3	47
TOWER AIR	9	0	0	0	0	8	3	0	0	0	2	3	25
TRANS AIR	13	6	0	1	10	14	0	0	0	0	0	3	47
TRANS WORLD AIRLINES	165	61	52	45	51	180	54	27	17	9	13	26	700
TRANS AMERICAN AIRLINES	7	0	1	0	4	4	0	0	0	0	0	1	17
UNITED AIRLINES	442	44	43	69	112	127	46	28	6	4	1	24	946

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<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
USAIR	76	38	29	22	31	61	14	13	1	0	0	7	292
WESTAIR COMMUTER AIRLINES	4	8	0	0	0	7	0	0	0	0	0	0	19
WESTERN AIR LINES	47	26	6	8	24	39	13	5	1	2	0	6	177
WINGS WEST	9	5	0	0	3	4	2	0	0	0	0	0	23
WORLD AIRWAYS	32	13	9	1	56	46	12	1	4	0	0	2	176

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Complaints per 100,000 Passengers

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	25	45.42	.55
ALASKA AIRLINES	16	29.90	.54
ALOHA AIRLINES	3	25.07	.12
AMERICAN AIRLINES	548	402.68	1.36
BRANIFF INC.	52	22.82	2.28
CONTINENTAL AIRLINES	680	156.79	4.34
DELTA AIRLINES	264	395.16	.67
EASTERN AIR LINES	669	414.86	1.61
FRONTIER AIRLINES	79	70.91	1.11
HAWAIIAN AIRLINES	56	35.53	1.58
MIDWAY AIRLINES	63	17.14	3.68
NEW YORK AIR	80	33.40	2.40
NORTHWEST AIRLINES	248	147.29	1.68
OZARK AIR LINES	41	56.36	.73
PACIFIC SOUTHWEST AIRWAYS	76	88.27	.86
PAN AMERICAN WORLD AIRWAYS	664	131.10	5.06
PEOPLE EXPRESS AIRLINES	673	146.66	4.59
PIEDMONT AVIATION	123	174.35	.71
REPUBLIC AIRLINES	232	166.61	1.39
SOUTHWEST AIRLINES	47	131.85	.36
TRANS WORLD AIRLINES	700	209.62	3.39
TRANSAMERICA AIRLINES	17	6.93	2.45
UNITED AIRLINES	946	385.38	2.45
USAIR	292	191.10	1.53
WESTERN AIRLINES	177	119.13	1.49
WORLD AIRWAYS	176	16.80	10.48
TOTAL MAJORS/NATIONALS	6,943	3621.13	1.92
AVERAGES (BASED ON 26 AIRLINES)	276.04	139.27	1.92

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Complaints per 100,000 Passengers

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	1	176	16.80	10.48
PAN AMERICAN WORLD AIRWAYS	2	664	131.10	5.06
PEOPLE EXPRESS AIRLINES	3	673	146.66	4.59
CONTINENTAL AIRLINES	4	680	156.79	4.34
MIDWAY AIRLINES	5	63	17.14	3.68
TRANS WORLD AIRLINES	6	700	209.62	3.39
UNITED AIRLINES	7	946	385.38	2.45
TRANSAMERICA AIRLINES	8	17	6.93	2.45
NEW YORK AIR	9	80	33.40	2.40
BRANIFF INC.	10	52	22.82	2.28
NORTHWEST AIRLINES	11	248	147.29	1.68
EASTERN AIR LINES	12	669	414.86	1.61
HAWAIIAN AIRLINES	13	56	35.53	1.58
USAIR	14	292	191.10	1.53
WESTERN AIR LINES	15	177	119.13	1.49
REPUBLIC AIRLINES	16	232	166.61	1.39
AMERICAN AIRLINES	17	548	402.68	1.36
FRONTIER AIRLINES	18	79	70.91	1.11
PACIFIC SOUTHWEST AIRLINES	19	76	88.27	.86
OUZARK AIR LINES	20	41	56.36	.73
PIEDMONT AVIATION	21	123	174.35	.71
DELTA AIR LINES	22	264	395.16	.67
AIR CALIFORNIA	23	25	45.42	.55
ALASKA AIRLINES	24	16	29.90	.54
SOUTHWEST AIRLINES	25	47	131.85	.36
ALOHA AIRLINES	26	3	25.07	.12

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Foreign Airlines
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The following foreign airlines had 10 or more informal consumer complaints filed during the year 1985.

<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
AER LINGUS	3	1	1	1	1	1	2	1	0	0	0	0	11
AEROLINEAS ARGENTINAS	1	0	0	2	2	7	0	1	0	0	0	0	13
AEROMEXICO	17	2	1	0	2	19	4	0	0	0	0	4	49
AIR CANADA	1	0	0	3	1	6	0	0	0	0	0	2	13
AIR FRANCE	0	1	0	4	2	10	0	0	0	0	0	1	18
AIR INDIA	4	0	3	0	4	2	0	0	0	0	0	0	13
AIR JAMAICA	11	7	1	1	3	14	5	0	0	0	1	0	43
AIR PANAMA INTERNATIONAL	0	2	1	2	1	7	0	0	0	0	0	0	13
ALIA JORDANIAN AIRLINES	0	3	1	1	5	4	0	0	0	0	0	0	14
ALITALIA AIRLINES	6	9	0	1	3	26	2	2	0	0	0	0	49
BAHAMASAIR HOLDINGS	18	0	0	0	0	18	3	0	0	0	0	3	42
BRITISH AIRWAYS	8	0	4	3	6	13	5	2	0	0	0	1	42
BRITISH CALEDONIAN AIRWAYS	1	0	0	1	0	5	1	1	1	0	0	0	10

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<u>AIRLINE</u>	<u>FLIGHT PROBLEMS</u>	<u>OVER- SALES</u>	<u>RESERVATIONS TICKETING BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>SMOKING</u>	<u>ADVERTISING</u>	<u>CREDIT</u>	<u>TOURS</u>	<u>OTHER</u>	<u>TOTAL</u>
BWIA	8	14	1	1	0	16	0	0	0	0	0	1	41
CHINA AIRLINES	2	2	2	0	3	2	0	1	0	0	0	0	12
DOMINCANA DE AVIACION	5	13	1	1	2	13	0	0	0	0	2	0	37
DOMINCANA INTERNACIONAL AIRLIN	1	2	0	0	0	8	0	0	0	0	0	0	11
EL AL ISRAEL	0	4	2	0	0	3	1	0	0	0	0	0	10
IBERIA AIRLINES	5	10	1	1	6	31	4	2	0	0	0	0	60
ICELANDAIR	9	4	3	2	3	5	1	1	2	0	0	3	33
KLM	1	1	0	2	4	9	0	0	0	0	0	0	17
KOREAN AIR LINES	1	4	3	1	4	5	1	0	0	0	0	0	19
LUFTHANSA	0	2	1	5	2	8	1	0	1	0	0	0	20
MEXICANA	12	10	3	0	4	51	6	0	0	0	0	1	87
OLYMPIC AIRWAYS	7	3	0	0	1	8	0	0	0	0	0	0	19
PAKISTAN INTERNATIONAL AIRLINES	1	1	2	0	1	4	0	0	0	0	0	1	10

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<u>AIRLINE</u>	FLIGHT PROBLEMS	OVER- SALES	RESERVATIONS TICKETING BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVERTISING	CREDIT	TOURS	OTHER	TOTAL
PHILIPPINE AIRLINES	1	2	2	1	4	2	0	0	0	0	0	0	12
SABENA	2	4	0	0	2	4	1	0	0	0	0	0	13
TACA INTERNATIONAL AIRLINES	3	5	1	0	0	12	1	0	0	0	0	1	23
VARIG AIRLINES	3	2	2	1	0	4	0	3	1	0	0	0	16
VIASA	1	4	0	0	4	2	1	0	0	0	0	1	13
VIRGIN ATLANTIC	6	8	3	0	5	5	0	0	0	0	0	0	27

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All Services

INDUSTRY GROUPS	COMPLAINTS	OPINIONS	COMPLIMENTS	REQUESTS FOR INFORMATION	TOTAL, COMPLAINTS THRU REQUESTS
U.S. AIRLINES	8791	79	12	736	9618
FOREIGN AIRLINES	1059	7	2	93	1161
CARGO	34	0	0	6	40
TRAVEL AGENTS	114	0	0	17	131
TOUR OPERATORS	387	1	1	90	479
MISCELLANEOUS COMPANIES	757	78	3	1088	1926
INDUSTRY TOTAL	11,142	165	18	2030	13,355

NOTE: THERE WERE A TOTAL OF 12,085 CASES DURING THE YEAR

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Complaints by Category

COMPLAINT CATEGORY	RANKING	TOTAL COMPLAINTS
FLIGHT PROBLEMS...	1	2718
BAGGAGE.....	2	2529
REFUNDS.....	3	1756
OVERSALES.....	4	1014
FARES.....	5	580
TICKETING/BOARDING.	6	579
OTHER.....	7	544
CUSTOMER SERVICE...	8	531
TOURS.....	9	409
SMOKING.....	10	303
ADVERTISING.....	11	143
CREDIT.....	12	37

11,142

FOOTNOTES TO REPORT

- A. This year-end report is based on informal complaints the Department has received by mail or telephone. The data represents a combination of information taken from two different computer programs. The first program encompassed the period January 1 through March 31, 1985, the other source covers the balance of the year. 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 12 month report, the number of passengers flown are from November 1984 through October 1985.